nShift

APPENDIX 1 TO TERMS & CONDITIONS

nShift Transsmart Customer Support & Maintenance

March 2022 Version 1.3

1   About this guide

This document outlines the scope and limitations of support provided by the nShift Customer Support team in relation to nShift's software products and maintenance services. These support terms are valid as of the 1st of December, 2021 and the latest version is available on nShift's website at this location: https://nshift.com/support.

2   Terms of Support

During the term of your active support agreement, nShift will provide the following services based on commercially reasonable endeavours:

- Expert guidance on technical aspects of nShift solutions.
- Troubleshooting of incidents related to system performance and function in customer test and production environment and nShift Cloud environments.
- Problem triage, communication and closure related to issues raised by customers that are accepted as defects by nShift's product organisation.
- Troubleshooting connectivity with 3rd party carrier systems to the best of our ability
- Communication and update on issues within the standard support process, but not related to product enhancements.
- Telephone support access as needed to help resolve issues in the most efficient manner.

Where needed specific appointments will be made to engage in online web conferencing sessions using Zoom or Microsoft Teams.

2.1.1   Working with Support

There are different types of support cases and classifications of priorities along with multiple ways to contact support, we suggest that you consider the information below to make sure you get the appropriate response based on the impact of your request:

2.1.2   Classification and Priority levels

nShift defines incident priority based on the severity of the issues that are encountered. If you feel your incident is not classified in the correct manner we would encourage you to get in touch with us via the local support line number which you can access here.

Classification:

The classification that will be assigned to the case is based on the following definitions:

Incident	An unplanned interruption to your nShift solution or a reduction in the quality of its services or uptime.
Service Request	A request from a user for information, advice, a standard change or access your existing nShift solution.
Request for Change	The addition, modification, or removal of anything that could influence your nShift solutions and which may also involve a change to the code.

Priority:

Priority 1   With no workaround, where the use of a critical system is impossible in the production environment, or severely risks critical business operations (e.g. label print, business critical API's, business critical web services, and business critical data exports).

Priority 2   With no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a restricted fashion.

Priority 3   Where there is a moderate loss or degradation of services, but work can reasonably continue in an impaired manner.

Priority 4   Where there is a minor loss or degradation of services, but work can reasonably continue in an impaired manner.

2.1.3   Support Case Logging

We would recommend at first visiting our help centre. The help centre contains our central database of solutions and articles to common problems and is available to you 24 x 7. You can find our support portal via the following link: https://nshift.com/support. Should you not find the solution you need we would recommend you create an incident via our dedicated incident form, which you can access via this link: https://helpcenter.nshift.com/hc/en-us/requests/new.

The case form is the best way to submit incidents to us as the initial information you provide in the form will help us answer your question more quickly and effectively.

We would always recommend submitting a Priority one ticket by either creating the ticket via the incident form and calling us directly on the relevant support numbers so that you can quickly access a qualified support engineer. In regards to ongoing incident progression there are various ways to continue the dialogue including:

- Telephone, Email and support portal tracking for day-to-day communications
- Escalation support via telephone & Email as needed
- Remote technical support sessions as agreed

Priority 1 and 2 incidents will be reviewed in daily stand-up calls within the support teams and during this process incidents are escalated or de-prioritised based on current status and actions. It is important to maintain the communication cadence to ensure the incident is not de-prioritized. Communication must be bi-directional and timely to ensure that the ticket priority and status is maintained. If an incident is not responded to pending 3 reminders after the last update then the ticket may be closed.

When a priority 1 incident has been confirmed, nShift support will treat a priority 1 incident above all other lower priority rated incidents until an immediate solution or workaround is identified to resolve the issue or to reduce the urgency and impact (priority). If no immediate solution or workaround is identified, then the Priority 1 incident will be escalated to our advanced support groups for best available ownership.

2.1.4 Support Levels, communication SLA & update frequency

nShift Transsmart

Customer Service Metric		Essential	Professional	Premium
Served By	Within Business Days/Hours	Help Desk	Help Desk	Help Desk
	Within Business Days/Extended Hours	N/A	Help Desk	Help Desk
	Outside Business Days/Extended Hours (incl. Bank Holidays)	N/A	Help Desk	Help Desk
Accessible To	Within Business Days/Hours	All	All	All
	Within Business Days/Extended Hours coverage	All	All	All
	Outside Business Days/Extended Hours (incl. Bank Holidays) coverage	N/A	All	All
Language	Within Business Days/Hours (Phone Only)	Local *	Local *	Local *
	Within Business Days/Extended Hours	N/A	Local *	Local *
	Outside Business Days/Extended Hours (incl. Bank Holidays)	N/A	N/A	Local *
Availability	Days	Local business days	5 days per week	7 days per week
	Operating Hours	08:45 – 17:00 (CET)	08:45 – 23:00 (CET)	24x7
	Channels available within BH/EBH	Phone, Email, Help Centre	Phone, Email, Help Centre	Phone, Email, Help Centre
	Channels available outside BH/EBH**	Help Centre	Phone, Help Centre	Phone, Help Centre
Target first response Time	Enquiries submitted via phone during business hours	15 Minutes	5 Minutes	5 Minutes
	Enquiries submitted via email/Help Center	8 Business Hours	4 Business Hours	2 Business Hours
Target Incident update frequency	Incident Priority 1	30 mins	30 mins	30 mins
	Incident Priority 2	Every 4 Business Hours	Every 4 Business Hours	Every 4 Business Hours
	Incident Priority 3	8 Business Hours	8 Business Hours	8 Business Hours
	Incident Priority 4	12 Business Hours	12 Business Hours	12 Business Hours
Measurement Period		Calendar Year	Calendar Year	Calendar Year

The following acronyms are used:
- BH = Business Hours
- EBH = Extended Business Hours
- CH = Calendar Hours
- BD = Business Days

* Case submission is English and where commercially reasonable phone support will be provided in local language which today is Dutch and English. If the Customer is located in a country where nShift does not operate a local language Help Desk, the language will be English. Fastest response times can be assured in English.

** Outsides business hours, support only covers Priority 1 and 2 incidents.

2.2 Scope of Support

The scope of support outlines what is included and excluded within the standard service provided by nShift support and are provided to those customers with a valid support & maintenance contract.

Additional services can be provided usually based on a clear scope and cost evaluation.

2.2.1 Included within the Scope of Support

Providing guidance and explanations of standard product functionality including:
- Standard product capabilities
- Configuration settings and effects for Cloud or on-Premise products.
- Best practices for product usage
- Configuration questions related to 3rd party printers and configuration
- Updates to carrier configurations that require configuration based on changes instigated by the carriers.
- Providing access to documentation, community information, Knowledge-base and known-fault information materials
- General questions & documentation for Product APIs
- Diagnosing/troubleshooting warnings, errors and exceptions
- Checking product configurations
- Performing case root cause analysis and Identifying causes related to product issues or customization

Supporting Product Defects and enhancement requests, including
- Diagnosing and reporting issues that are identified and validated by support
- Suggest workarounds for product defects where possible
- Providing guidance on how to access new releases, patches and internal builds
- Providing information and guidance as to how to log new enhancement requests

Product, Compatibility & Version Information such as:
- Providing clarification of platform compatibility
- Provide insights and clarification on specifications and pre-requisites

System performance and scalability, including:
- Reporting of performance & functionality issues ('bugs').

- Providing general guidance on performance improvements and best practices, specific system tuning is not supported.

2.2.2 Excluded from the Scope of Support

The following areas are not covered by a Support & Maintenance contract:
- Routine product maintenance within the affected environment, which includes but is not limited to data backups, disk space maintenance and cleaning, configuration log cleansing, customer network or gateway configuration
- Troubleshooting and tuning of 3rd party environments, clients and networking specifications is not supported
- Analysis or debugging of custom code
- Fix to 3rd party carrier systems or integrations not created by nShift including for systems such as warehouse management, Transport Management solutions such as services provided by carriers integrated into the nShift. nShift Products installed on Customer's own infrastructure are not under the responsibility of nShift and we will take no responsibility for this infrastructure, e.g. in the event slow internet connections and Wi-Fi distribution increases process roundtrip.
- Creation of new Carrier configurations
- Creation of custom shipping rules or pricing calculations
- Configurations or troubleshooting for actual printers outside of the configuration needed in nShift solutions

For areas that fall outside the scope of Technical Support, we recommend that you consult with our Professional Services team for guidance and audit of the solution architecture and performance best practices. If you do not have a regular contact at nShift and want help in this regards please raise a support incident and we will facilitate the conversation for you.

Where possible, nShift will resolve the issue within its own means and capabilities. However, at times it may be needed to run shared desktop sessions to troubleshoot the particular issue in detail.

2.3 SLA Measurement

Measurement of availability and performance is subject to the following specifications:

Guaranteed Server Uptime:

The Supplier monitors Server Uptime by submitting regular requests on the nShift Transsmart to check whether the service is live. The Uptime is calculated as the percent of successful requests from the total number of requests made. Planned maintenance is excluded in calculating Server Uptime.

Guaranteed Server Response Time:

Measured as processing time from start to end at the Supplier's servers, excluding any third-party services.

Target Server Response Time:

Measured as processing time from start to end at the Supplier's servers, excluding any third-party services.

nShift Transsmart				
Metric		**Essential**	**Professional**	**Premium**
Guaranteed Server Uptime		99.9%	99.9%	99.9%
Guaranteed Server Response Time	Business Critical Single* Transactions	1,500 ms	1,500 ms	1,500 ms
Target Server Response Time	Carrier select**	2,000 ms	2,000 ms	2,000 ms
API Call Limit	Maximum requests per minute, per endpoint***	Dynamic		

* A single transaction refers to an agreed unit of measure; parcel, shipment, label, API call etc. When measuring response time for multi- transactions or batches, the total response time is calculated by multiplying with number of transactions.

** Carrier select is a multi-transaction request type to retrieve shipping options. Response time will depend on customer-specific configuration, including the number of carriers and delivery services used.

*** Based on the historical volume the rate limits are set dynamically. Fair use applies.

Successfully meeting these metrics is contingent on full compliance by the Customer with the Supplier's system requirements, which are available to view in the nShift Transsmart Help Center.

2.4 Help Desk

Target First Response Time:

The time elapsed from a Customer enquiry is registered from when it's received in nShift's customer service system until the Customer receives a first reply from a Technical representative by phone or email.

Customer Update Frequency:

The time elapsed between each time the Customer is notified by a Technical representative of the status of a reported Incident until the Incident is solved. Measurement starts from when the Incident is first registered in the nShift's customer service system.

For all Customer Service metrics, the measurement is calculated as a percentage of enquiries from the Customer that meet the performance target, divided by all enquiries from the Customer over a given period.

2.5 Availability of the nShift Cloud Platform

Availability of the nShift platforms shall as a minimum meet the guaranteed Server Uptime provided in Table 1 for the applicable SLA Plan. The Supplier provides a catalogue of web services and APIs hosted by the Supplier. These web services serve as back-end components for nShift On-Premise installations, nShift web applications or the Customer's native business applications.

2.6 API Call limits

To maintain a high level of availability and provide superior quality of service, the Supplier limits the API call usage per endpoint. A certain number of requests are allowed per minute depending on the subscription plan. If the Customer exceeds the daily limit or otherwise abuses the service, the API may stop working temporarily. If the Customer continues to exceed this limit, the Customer's access to the nShift API may be blocked. If there is a need for volume increases, The Customer can buy higher limits or upgrade their plan. See Table 1 for limits per plan.

2.7 Maintenance

All maintenance of the nShift platforms is attempted to be completed without any disturbances or downtime to the affected services. Planned maintenance that requires downtime is communicated a minimum of 14 days prior to the maintenance. nShift has the right to perform emergency maintenance to ensure general availability and adequate security levels of the nShift platforms within a shorter notification period.

2.8 Load testing

Load and performance testing in the Supplier's production environment done by the Customer is prohibited. Exceptions might be granted after special agreements with the Supplier in advance. Please apply for approval in good time before the test(s) will take place, and a minimum of 10 days. Not notifying the Supplier of such tests, might result in the temporary disabling of the Customer's account.

2.9 Product End-of-Life Policy

Products reach the end of their product life cycle for a number of reasons. These reasons include market demands, technology innovation and development driving changes, or the products simply mature over time and are replaced by new technology.

While this is an established part of the overall product life cycle, nShift recognizes that end-of-life milestones often prompts Customers to review the way in which such milestones impact the nShift products in their environment. nShift End of Life Policy applies to hardware, software, and services, including subscriptions, and offers that combine any of the foregoing.

External notification will appear in the Help Center on the Suppliers webpage. Please visit this site regularly, or subscribe to it, as it contains useful information regarding nShift end-of-life program. Sign up to the Suppliers newsletter service to receive notifications.