APPENDIX 1 TO TERMS & CONDITIONS

nShift Webshipper Customer Support & Maintenance

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1 ABOUT THIS GUIDE

This document outlines the scope and limitations of support provided by the Webshipper Customer Support team in relation to Webshipper software product and maintenance service. These support terms are valid as of January, 2022.

2 TERMS OF SUPPORT

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

- Expert guidance on technical aspects of Webshipper solutions.
- Troubleshooting of incidents related to system performance and function in customer test and production environment and Webshipper Cloud environments.
- Problem triage, communication and closure related to issues raised by customers that are accepted as defects by Webshipper'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 and email 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 Microsoft Teams.

3 SCOPE

3.1 INCLUDED IN THE SCOPE OF SUPPORT

- Customer service and technical support on phone and email with the Webshipper product.
- Setup & approvals with carrier integrations, services and barcodes.
- Regular billing and account inquiries (not specific invoice clarification).
- Setup, usage, and support on the Webshipper Silent Printer Client Software.
- Printer connections and print job issues on supported printers sold by partner BB data
- Waybills, reports and analytics dashboard.
- Pick-ups booked directly through the Webshipper platform.
- Ensuring high quality customer-oriented communication through templates.
- API/webhook inquiries for external integrations.
- Setup of regular account functionalities are available as paid consultant service in case the customer requests it. But this only if the support team can spare the time for it.

3.2 EXCLUDED IN THE SCOPE OF SUPPORT

- Sales leads, demo and trial accounts.
- New customers in status Onboarding.
- Invoice specific clarification and account cancellation.
- Code clarification and external integrations aimed for developers
- Specific Printer/Scanner Hardware support (handled by BB data)
- Wexo Magento 2 module (handled by Wexo)
- Hardware not purchased from Webshipper (Fragtlabels.nu / BB Data).

4 WORKING WITH SUPPORT

4.1 MEANS OF COMMUNICATION

Contacting Webshipper support can be done in multiple ways. Either by email (support@webshipper.com), phone (+45 89 87 83 15) or by using the support button directly available in the platform. The support button will first and foremost serve as an automated response to help find any support related article from the online help centre help.webshipper.com. If a support article cannot be located, a contact form will be available, and the customer will submit a ticket to the support team.

4.2 REQUIRED TO INVESTIGATE THE ISSUE

Before a support can be initiated, the support agent must identify the customer account of where the issue is occurring and who the ticket owner is in relation to the identified customer account. Information on a specific account will only be provided if the account owner or admin approves in coherence with GDPR laws.

4.3 CLASSIFICATION

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

4.4 PRIORITIES

Highest 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).

High 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.

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

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

4.5 SUPPORT LEVELS

Applicable service levels to the 4 customer support agreements.

Support & Customer Service		
Customer Service Metric		**Customer Support Agreement**
Served by	Within Business Days/Hours	Support Team
	Outside Business Days/Hours	Online Help Centre
Accessible To	Within Business Days/Hours	All
	Outside Business Days/Hours	N/A
Language	Within Business Days/Hours	Local*
	Outside Business Days/Hours	English
Availability	Days	Local business days**
	Operating Hours	Mon -Thu: 07:00 – 17:00 (CET) Fri: 07:00 – 15:30 (CET)
	Channels available within Business hours	Phone, Email, Help Centre
	Channels available outside Business hours	Help Centre

*Service & Support offered in Danish and English and as Webshipper expands to other countries their local language will also be supported.
**not including bank holidays of the Webshipper support country

5 SERVICE LEVEL AGREEMENT MEASUREMENT

At Webshipper we want to provide the highest possible service to all our customers, which is why we guarantee a standard service level agreement to set out our level of availability and support to our customers. Measurement of availability and performance is subject to the following specifications:

5.1 FIRST REPLY TIME ON SUPPORT

METRIC	ESSENTIALS	PRO	ADVANCED	ENTERPRISE
First reply time on email/online support button	8 hrs	6 hrs	4 hrs	2 hr
First reply time on phone support	10 min	10 min	10 min	10 min

Target First Response Time: The time elapsed from a Customer inquiry is registered, from when it's received in webshipper'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 Webshipper's customer service system.

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

5.2 GUARANTEED PLATFORM UPTIME

	ESSENTIALS	PRO	ADVANCED	ENTERPRISE
Platform uptime	99.9%	99.9%	99.9%	99.9%

To ensure that you and your business can do business effectively, Webshipper guarantees that the platform will have a 99.9% uptime. Uptime is measured over each calendar month. It is calculated to the nearest minute, based on the number of minutes in the given months (for example, a 31-day month contains 44,640 minutes). We measure the uptime on our API rate quote, which is what delivers shipping rates to your webshop. Should you be unable to generate shipping rates in your webshop due to an error in our API, then this will count as downtime.

If uptime for any item drops below the relevant threshold, you are eligible for a discount. This means the following month's fee payable will be reduced on a sliding scale provided that Webshipper has been unable to meet the guaranteed uptime. The level of penalty will be calculated depending on the amount of time for which the service was unavailable, minus the downtime permitted by the SLA. Uptime measurements exclude periods of routine maintenance and backups. Should there be any uptime issues, then it is possible to follow the changes through your Webshipper account, where there will be a status update on issues that might occur. You are also able to get a full overview through our public status page here: https://status.webshipper.com/, where you can get an overview of the API uptime and can subscribe to get updates.

5.3 API RATE LIMIT

	ESSENTIALS	PRO	ADVANCED	ENTERPRISE
API Rate limit	80 per 40 sec	80 per 40 sec	80 per 40 sec	80 per 40 sec

To maintain a high level of availability and provide superior quality of service, the Supplier limits the API call usage per endpoint. 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 Webshipper API may be blocked. If there is a need for volume increases, the Customer can contact support and have it raised either temporarily or permanently.

Our standard limit of 80 requests per 40 seconds is based upon data from the entire Webshipper customer base and the fluctuations that might occur throughout the year. This also means that we are adjusting these specific limits to the different events (Such as Black Friday) to ensure that your customers can checkout and view shipping rates seamlessly.
Webshipper accepts no responsibility for any losses related to an exceeded API rate limit if there has been no prior notice in due time. Learn more about our terms and conditions here.

6 MAINTENANCE

All maintenance of the Webshipper platform is attempted to be completed without any disturbances or downtime to the affected services. Planned maintenance that requires downtime is communicated a minimum of 7 days prior to the maintenance. Webshipper has the right to perform emergency maintenance to ensure general availability and adequate security levels of the Webshipper platform within a shorter notification period.

7 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.

8 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, Webshipper recognizes that end-of-life milestones often prompts Customers to review the way in which such milestones impact the Webshipper products in their environment. Webshipper 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 Webshipper end-of-life program. Sign up to the Suppliers newsletter service to receive notifications.

9 LINKS
- Help Centre: help.webshipper.com
- Status page: status.webshipper.com
- Developer API documentation: docs.webshipper.io
- Request for new features (expires the 1st of February 2022):: webshipper.upvoty.com
- Request for new features (after the 1st of February 2022): feedback.eu.pendo.io