

Abakion Reseller Support Policy

1. PURPOSE

This document outlines the provisions under which support services are provided for Resellers of Abakion software solutions. It defines the scope, responsibilities, and expectations for both the Reseller and Abakion as the support provider.

2. DEFINITIONS

Product: means software applications and services developed and delivered by Abakion A/S.

Reseller: is any company or entity that has entered into a reseller agreement with Abakion A/S to market and distribute Abakion A/S Products to Customers.

Customer: means the company using and subscribing to the Abakion A/S Products and thereby having accepted the Abakion licensing Terms.

Customer's Solution: means the business systems used by Customer on a daily basis to manage and operate activities, e.g. Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Customer Relationship Management (CRM), Business Intelligence (BI) and, if applicable, the underlying Cloud infrastructure on which the systems run.

Support: means the help provided by Abakion Frontdesk to you as a Reseller of the solution in understanding, identifying, diagnosing and advising on rectification of faults. The term 'faults' refers to functionality that has worked previously but that suddenly no longer works.

Support request: any communication initiated by a Reseller related to technical issues or questions about the Abakion A/S Products, requiring assistance from support team of Abakion A/S.

Business hours: the hours during which Abakion A/S provides live support and responses to inquiries, specifically from 8:30AM to 4:30PM Copenhagen time, Monday through Thursday and Friday 8:30AM to 4:00PM, excluding public holidays.

Issue escalation: the process of transferring a support request from the Reseller to Abakion A/S support team when the issue exceeds the Reseller's capability or authority to resolve.

Documentation: means any form of documentation related to Abakion A/S Products, including but not limited to instructions, manuals, online training content etc.

Third party software: means software and services supplied by a third party.

External integrations: refers to third-party services or functionalities that Resellers may integrate with the Abakion A/S Products but are not officially included in the product offering.

Partner portal: means a dedicated online platform provided by Abakion A/S that Resellers may use to access and view subscriptions and billing history.

3. SCOPE OF POLICY PROVISIONS

These provisions apply to support for all Abakion A/S Products for Microsoft Dynamics 365 made available at Microsoft AppSource. It is a condition that you have active license agreements for these Products.

The provisions apply to your production environment and to any sandbox(es).

4. SUPPORT CHANNELS

Resellers can access support through the following channels:

- **Email:** Support requests can be submitted via email (frontdesk@abakion.com)
- **Support Portal:** Support requests can be submitted via dedicated portal ([submit support request](#)), accessible 24/7, and tracked in the same portal ([follow support request](#))

5. RESPONSE TIME

Support requests received through any of the support channels set forth in section 3 are expected to be acknowledged within 24 hours during business hours.

6. RESELLER SUPPORT RESPONSIBILITIES

Resellers are expected to:

Handle Customer support and manage Customer Relationships

Provide first-line support to Customers for all solutions implemented by Reseller that interact with Abakion A/S Products.

Handle all communications and maintain the relationship with the Customer. Abakion A/S will not directly contact Customers unless it is necessary for solving support cases where Abakion A/S is involved.

Troubleshoot and resolve documented problems for Abakion A/S Products

The Reseller should solve problems on behalf of the Customers. This means troubleshooting issues, fixing documented problems, helping the Customer with finding documentation articles and materials.

Resolve issues in solutions that the Reseller has implemented around Abakion A/S Products

If the Reseller implements solutions that are required for Abakion A/S Products to operate according to the Customer expectations, the Reseller should ensure that the solution is supported.

This may include, but is not limited to, External integrations to other IT solutions or systems, Third party software and other setups that are dependent on connectivity with Abakion A/S Products.

If the support agreement concluded between Reseller and Customer is terminated, Reseller is expected to handle the Customer transition responsibly and inform Customer of the potential consequences of losing support if not transferred to a new party.

Support Escalation to Abakion A/S

The Reseller should escalate issues to Abakion A/S via the support channels as set forth in section 3 if the issue falls within Abakion A/S support responsibilities and the Abakion support boundaries.

All issue rectification will be carried out within a reasonable time taking the nature of the issue into account, and will be prioritized according to the categories below:

1. Priority 1: Urgent (production halted)
2. Priority 2: High (production impaired)
3. Priority 3: Normal (fault or defect of minor significance)
4. Priority 4: Low (production largely normal)

Support requests logged as 'Urgent' (production halted) will be prioritized and treated by Abakion as of crucial importance. If you have not indicated a priority, this will default to 'Normal' until Abakion has investigated.

7. ABAKION A/S SUPPORT RESPONSIBILITIES

Types of issues where the Reseller should contact Abakion A/S for assistance:

- Undocumented Product features
- Products not operating or functioning according to the documentation
- Bugs with Products that may or may not affect operation or user interface appearance
- Unavailable services

Abakion A/S support team may assist Reseller with knowledge transfer, training or consultancy regarding Abakion A/S Products. This kind of request would by default be considered a billable service and thus invoiced to Reseller according to current price list and Abakion General Terms and Conditions.

8. FULFILLING SUPPORT REQUIREMENTS AS A RESELLER

When contacted by Customers, Resellers are required to:

- Receive incoming support requests from customers
- Diagnosing issues to the best of their ability
- Resolve issues within the scope of the Reseller support responsibilities

To fulfill Customer support requirements, Resellers can:

- Resell support from another company
- Outsource all or part of the support to Abakion A/S (requires a support agreement)

9. SUPPORT CHARGES

Abakion A/S may opt to invoice the time spent by Abakion A/S on the support request in accordance with the current price list for consultancy services should there be no separate support agreement between Reseller and Abakion.

The Reseller should always seek to obtain confirmation from the Abakion A/S support team stating whether the support request submitted is considered a billable or nonbillable service.

10. ABAKION SUPPORT BOUNDARIES

10.1 Inside of the support boundaries

Abakion A/S will support the Reseller inside the following boundaries:

- Functionality of Abakion A/S software and services
- Service of built-in integrations on functionality that concerns Abakion A/S side of the integration (e.g. Abakion apps handling in/outbound dataflow from 3rd party solutions)
- Functionality and use of the Partner portal
- Documentation of Abakion Products.

10.2 Outside of the support boundaries

Abakion A/S will not provide support for:

External Integrations and Solutions Issues stemming from parts of an integration or solutions that Abakion A/S does not control.

Non-Abakion A/S solutions Any third-party services or solutions integrated with or utilizing data from Abakion A/S software that are not directly part of the product offering.

General Advice Technical or strategic business advice not related to direct product support.

Data Audits and Assurance Audits or assurances on data accuracy or integrity for Customers.

11. ORDER OF PRECEDENCY

The provisions of Abakion General Terms and Conditions shall prevail in the event of conflict with the provisions of this Abakion Partner Support Policy.