

Aqurate Product Support Policy

Introduction

This document defines how the Company provides support services to its customers for the products it supplies or represents, including support hours, the procedure for opening service calls, response times, customer responsibilities, and services that are not included within the scope of support.

This policy applies unless otherwise expressly agreed within a commercial agreement, a service agreement, or a dedicated SLA signed between the parties.

Support Operating Hours

Support services are provided Sunday to Thursday between 08:00 and 18:00, except on holiday eves, holidays, rest days, and days on which the Company is not operating.

Requests received outside operating hours will be handled on the next business day. Support outside operating hours will be provided only if agreed in advance and in writing within an extended SLA, a standby package, or a dedicated work order.

Opening a Service Call

Contact channels:

- Phone: 073-2016782
- Email: support@aqurate.co.il

When opening a call, the customer should attach where possible a description of the issue, the urgency level, the working environment, screenshots, error messages, logs, the business impact, and the actions already taken.

Service Call Classification and Initial Response Times

Severity Level	Issue Description	Initial Response Time
Critical	Shutdown of a central production system or a material impairment to critical operations with no workaround	Up to 2 hours
High	Impairment to an important business process, with the possibility of continued partial operation or a workaround	Up to 4 hours
Medium	An issue affecting a work process, performance, or certain users, without a material shutdown	Up to one business day
Low / Service Request	A question, a clarification, a configuration change, an information request, or an issue with low impact	Up to 2 business days

Clarifications Regarding Response Times

- Response times are measured only during the operating hours of the support center.
- The severity level will be determined by Aqurate according to the business and technical impact of the issue and on the basis of the information provided when the call is opened.
- Initial response time means the start of handling the call, its classification, and notifying the customer of its receipt.

Resolution Times

The Company will make commercially reasonable efforts to advance the handling and to find an appropriate solution for every service call.

It is clarified that the response times detailed in this document refer only to the start of handling the call and do not constitute a commitment to a defined resolution time.

The duration of handling may be affected by the complexity of the issue, the availability of information from the customer, the need for additional testing, the involvement of manufacturers or external suppliers, and additional factors beyond the control of the Company.

Service Call Handling Process

The Company will examine the details of the call, classify the severity level, request additional information as needed, analyze the source of the problem, and provide guidance, a workaround, or escalation to an appropriate professional party.

In cases where handling by a manufacturer, a software supplier, or a third party is required, the Company will act to transfer the necessary information, to track the progress of the handling, and to update the customer accordingly.

Service Limitations for Third Party Products

For products supplied by manufacturers, software suppliers, or third parties, Aqurate will serve as the local support party and as the point of contact with the manufacturer.

The Company will make reasonable efforts to advance the handling with the manufacturer and to update the customer on its progress, however it is not responsible for the response times, the resolution times, the service availability, the software updates, or the support policy of the manufacturer.

Customer Responsibilities

For the purpose of providing effective support, the customer is responsible for cooperating with the Company, appointing relevant contact persons, providing complete and accurate information, transferring logs and samples, allowing access to the environment in accordance with its security procedures, and performing tests in accordance with the instructions of the Company.

A delay in providing information, a lack of access, or a lack of cooperation on the part of the customer may affect the handling times.

Services Not Included in Support

Support services do not include, unless otherwise expressly agreed in writing:

- New developments, functional changes, or customizations specific to the customer.
- Routine user training, reimplementation, or integration work.
- Data cleansing, data correction, correction of user errors, or operational work for the customer.
- Support for infrastructure, permissions, network, databases, servers, endpoints, interfaces, or third party systems that are not the responsibility of the Company.
- Handling of issues caused as a result of changes made by the customer or anyone on its behalf.

Services of this type will be priced separately and will be performed subject to a work order or an appropriate commercial agreement.

Requests Not Arising from a Product Defect

If, after examination by the Company, it emerges that the request does not arise from a product defect but rather from a lack of knowledge, incorrect use, incorrect configuration, incorrect data entry, inaccurate work, a change made in the customer environment, a permissions/infrastructure/interface problem, or a third party system, the request will be classified as a service request, consultation, training, or operational assistance, and not as a product defect.

In such a case, the Company will update the customer on the findings of the examination and will be entitled to offer continued handling for a fee, to close the call as "not a product defect", or to charge for the hours of examination and handling, to the extent that this was defined in the agreement, the work order, or the commercial terms between the parties.

Version Updates

Software updates and new versions will be supplied in accordance with the policy of the relevant manufacturer or product and in accordance with the commercial agreement signed with the customer.

Tracking, Updating and Closing Service Calls

The Company will update the customer on the status of handling in accordance with the severity level and the stages of progress.

A call will be closed after the provision of a solution, a workaround, a sufficient response, classification as not a product defect, transfer to a separate professional service, or in a case where no response is received from the customer within 14 business days after a request for additional information.

The Company may request additional information for the purpose of clarifying the issue, and the handling of the call may be delayed until the required information is received.

General Provisions

The Company may update this support policy from time to time in accordance with business needs, technological changes, changes in the supported products, or regulatory requirements.



The updated version of the policy will be published on the Company website and will take effect from the date of its publication.

In the event of a conflict between the provisions of this policy and the provisions of a commercial agreement, a service agreement, or a dedicated SLA signed between the parties, the provisions of the agreement or the dedicated SLA will prevail.