

# Service Agreement

Version 1.1

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## General

Qlik-Israel's customer division operates a service desk that provides the following services:

- 📍 Online service and support platform available 24/7
- 📍 Information center with hundreds of technical articles
- 📍 Self-service ticket creation and follow-up
- 📍 Support center with technical support personnel throughout business hours
- 📍 On-site and remote technical support
- 📍 Managed customer success service

## Objectives of the Service Agreement

The aim of this document, which constitutes the Qlik-Israel service agreement, is to outline the company's policy with regards to support, terms and conditions, available services and the framework within which they are provided.

The contents of the agreement will be updated from time to time.

## Glossary of Terms

Below is a detailed description of the terms appearing in this agreement:

### Maintenance agreement/renewable subscription

An agreement between Qlik-Israel and the customer when purchasing product licenses. The agreement details the framework by which new versions and editions of the software package are issued from time to time by the manufacturer (QlikTech International AB), as well as the nature of the support provided to customers under the maintenance / subscription agreement.

It is important to note that the content of the maintenance/subscription agreement is limited to the provision of services for the official and documented software package sold by the manufacturer, and that support services provided for development, maintenance and support of models and application issues **are not included in the agreement.**

## Customer Service Center

A staffed service center operated by Qlik-Israel, which provides support to customers regarding malfunctions and service requests.

## Customer Success

Customer service representatives who take care of eligible customers on an ongoing basis, and support them throughout their customer journey.

## Service and Support Platform

Web platform available 24/7 on: [www.qlikisrael-support.com](http://www.qlikisrael-support.com)

## Information Center

An Information center, Knowledge Base, to be found on the service and support web platform, containing a variety of technical articles.

## Faults

A Failure to activate / operate the official software package sold by the manufacturer and / or to activate / operate models which are applied on the official software package sold by the manufacturer.

It must be noted that faults in the official software package sold by the manufacturer are handled differently than faults in the applied models.

Faults are classified as follows:

- ⊙ Manufacturer's fault - inconsistency between the software and the manufacturer's validation
- ⊙ Application fault - failure in activation/activity of models applied on the official software package sold by the manufacturer.

A fault can be:

- ⊙ **Breakdown Fault** - manufacturer fault or application fault which causes a **breakdown** of the system in the customer's **production environment**

- 🔍 **Non-Breakdown Fault** - manufacturer fault or application fault which causes partial failure in the activation/operation of the system in the customer's testing and/or production environment
- 🔍

## Service Request

Every case which is not about a fault (including assistance with server installment, design, development, technical consultation and more)

## Extended Service Packages

Customers who have purchased packages that provide a special service, for example an installation package, extended support, etc.

## Customer

- 🔍 Direct customer - a customer who purchased the license directly from Qlik-Israel
  - Customer who is handled by customer success
  - Customer who is not handled by customer success
- 🔍 Business partner customer - a customer who purchased the license through a business partner
- 🔍 Business partner - a partner which is recognized by Qlik-Israel as a business partner

These customers are eligible for service as long as they are in possession of a [maintenance contract](#)/valid subscription.

## Operation of the Service Center

### Opening Hours

Sunday -Thursday, 08.30-17.00, except for holidays.

You may contact the service center via the support platform at [www.qlikisrael-support.com](http://www.qlikisrael-support.com)

Service outside opening hours involves a fee, for which a separate quote will be submitted.

Customers who hold value-added packages are entitled to extended operating hours, in accordance with the terms of the package.

Extended opening hours (08.00-20.00) will be offered to customers who hold an extended service package **Premium support**.

## Opening a case at the service center

It is possible to open a case at the service center 24 hours, 7 days a week.

To open a case (fault/service request) simply go to our online service and support platform and select "Submit a Ticket". In the new tab, select one of these options: "fault" or "service request".

Every customer who opens a case at the service center, may keep track of its processing.

A user's guide for correct operation of the support platform can be found here:

<http://www.qlikisrael-support.com/Knowledgebase/Article/GetAttachment/43/2091773>

## Opening a case for service requests involving customer success

Opening a service request for customer success representatives (for eligible customers) will be done by sending an email directly to your personal service representative - customer-success@qlik.co.il

## Types of Services Provided by the Service Center

- 🔍 Support [for applications faults](#)
- 🔍 Support [for manufacturer faults](#) (a case will be opened at the manufacturer's support center, if needed)
- 🔍 Remote Connection and Support (if the customer allows it)
- 🔍 On-site support at customer's site (additional fee)
- 🔍 Technical assistance and support in the installation of servers (additional fee)

## Types of Services Provided for Customer Success Customers

- 🔍 Renewal and extension of licensing
- 🔍 Purchase of added-value packages
- 🔍 Guidance and advice on effective use of the product
- 🔍 Resolution of complex issues that require coordination between the company's different departments

## Service Level for Faults

### Glossary of Terms

**Urgent Fault** - means that Qlik cloud services, or the customer's cloud, are down or unavailable due

- i) to a failure in the server, but not as a result of maintenance and/or planned upgrades
- ii) or any incident beyond the reasonable control of Qlik-Israel, including power outages, communications or internet connectivity, any malfunction of the customer's internal telecommunications, equipment, browser or network configurations, hardware and / or third-party software).

**High Fault** - This means that the primary functionality is materially affected, and does not operate

in accordance with the technical specifications as documented, or there has been a significant deterioration in performance, so that critical business operations cannot be performed.

**Normal Fault** - This means any fault which is not urgent or high.

## Response Time

### Basic Service

Fault Type	Response Time	Contact Frequency
Urgent Fault	3 Hours	6 Hours
High Fault	4.5 Hours	48 Hours
Normal Fault	6 Hours	120 Hours

### Premium Support

Fault Type	Response Time	Contact Frequency	Status
Urgent Fault	1 Hours	3 Hours	Daily
High Fault	3 Hours	24 Hours	Weekly
Normal Fault	6 Hours	60 Hours	Weekly

## Commencement of Treatment

Treatment will commence as soon as the fault is registered in the system.

## Service level for customer success/service requests

### Response Time

For service requests which open before 12.00 (noon), response will be given on the same day, during the service center's opening hours.

For service requests which open after 12.00 (noon), a response will be given on the next business day.

## Commencement of Treatment for Service Request

Commencement of treatment for service requests will be coordinated with the customer



## Terms and Conditions of Service

### Closing a Fault

After providing a solution to the customer, the service center will update the status of the case to "Resolved".

After 2 business days, the customer will be contacted to make sure that the fault has indeed been resolved to his satisfaction.

- 🔍 If the customer confirms, the case will be closed ("Closed" status).
- 🔍 If the customer does not confirm, the problem will be assessed and, in consultation with the customer, it will be decided whether to reopen the case (back to "In Progress" status) or keep it in "Resolved" status until the customer is satisfied.
- 🔍 If the customer does not respond, he/she will be contacted again after 4 business days. If the customer fails to respond after a total of 6 business days from the time the status was updated to "Resolved", the service center will close the case.

### Communication with Customers

During the processing of all faults and requests, all routine correspondence with the customer will be conducted via email.

To enable ongoing efficient treatment of requests, the customer must be available and respond to the inquiries from the support center within a reasonable time. If the service center's inquiry is not answered by the customer within 2 business days, the case will be updated to a "Pending Customer" status.

Customers who hold an extended support package, Premium Support, are able to communicate with the support center also through phone or chat.

### Awaiting Customer Response

During the course of the processing of a request, the case might arise in which the customer will be required to perform a particular action and/or respond to a request put forward by the service center.

In this case, the service center will update the status to "Pending Customer", and it will remain so until the customer responds.

If the customer fails to respond within 2 business days, a second attempt will be made to contact him/her:

- 🔍 if the attempt is successful, the continued processing of the request will be agreed upon with the customer.

- 🕒 If no contact was made, an additional attempt will be made after 2 additional business days.
- 🕒 If no response was made by the customer after 6 business days, the case will be updated to “Resolved” before [it is closed](#)

### Awaiting Manufacturer Response

During processing of a request, the case might arise which requires the service center to contact the manufacturer and open a fault in his/her service center.

In this case:

- 🕒 The service center will notify the customer that a fault case was opened with the manufacturer.
- 🕒 The service center will update the case to “Pending Qlik” status
- 🕒 The service center will document the case number provided by the manufacturer

### Opening a fault case with the manufacturer

If the need arises to contact the manufacturer for assistance, the service center will follow these steps:

- 🕒 The service center will refer to the manufacturer’s support platform and search for relevant information to help resolve the fault.
- 🕒 The service center will open a case on the manufacturer’s support platform
- 🕒 The service center will notify the customer that a fault case was opened with the manufacturer.
- 🕒 The service center will update the case to “Pending Qlik” status
- 🕒 The service center will document the case number provided by the manufacturer in the customer’s request

As part of the manufacturer’s processing of the fault, the customer will be asked to answer questions and participate in conference calls with the manufacturer’s technical representatives, to help resolve the fault as quickly as possible.

The customer must ensure to be available and cooperative with regards to the manufacturer’s representatives.

The Qlik-Israel service representative will also participate in these calls.

### Provision of Support to a Business Partner Working with a Customer

the service center provides support to all Qlik customers in Israel, including business partners and their customers.

This service agreement applies to all Qlik customers and their business partners, without exception.

If a business partner requires support for his/her customer or/and for a customer for whom they work, a case must be opened at the service center. If the service incurs a fee (see the chapter about "[Service Request Fee](#)"), it will be charged to the business partner and not to the customer.

## Escalation

There are two types of escalation:

### 🕒 Internal Escalation

Technical escalation for the transfer of a case between the different levels of support ranks within the service center, in case the specific rank of support fails to resolve the problem:

**1st rank** - a technical representative at the service center

**2nd rank** - senior technical representative

**3rd rank** - Technologies Division representatives

**4th rank** - the manufacturer

### 🕒 External Escalation

Organizational escalation which is designed to allow the client to express his position if he is not satisfied with the treatment of a particular case:

**Service Center Manager** - if the customer feels unsatisfied with the treatment and resolution of the case, he/she may contact the manager ([eval.nir@qlik.co.il](mailto:eval.nir@qlik.co.il))

**VP Customers (CCO)** - if the customer feels that the answer offered by the service center manager was inadequate, he/she may contact the CCO ([amit@qlik.co.il](mailto:amit@qlik.co.il))

## Track the progress of the case

The customer can keep track of the treatment of his/her case on [the service and support platform](#).

Furthermore, a customer is entitled to request a periodic case report from the service center to be sent to his/her email.

## Additional Terms

- 🕒 This agreement does not constitute an agreement for maintenance and partial and/or complete software updates. The customer must sign such agreement separately.
- 🕒 The service is conditional on the customer maintaining a maintenance sequence/ active subscription, from the date of purchase of the software, and installing new versions and software editions distributed by the manufacturer.

- ⦿ Maintenance and technical support are conditional on providing remote access to the customer's Qlik server, subject to the customer's information security instructions.

## Service Request Fee

### Paid Service

Paid Services are as follows:

- ⦿ Service provided outside of the service center's regular [opening hours](#)
- ⦿ On-site physical support at the customer's site (based on an hourly rate which is adjusted from time to time). Customers holding an extended support package, Premium Support, will benefit from 20% discount on the official price.
- ⦿ Transportation Time (based on an hourly travel rate which is adjusted from time to time)
- ⦿ Added-Value Packages (extended support package, installation and upgrades...)

### Free Services

Services which do not require additional fees:

- ⦿ Processing [of manufacturer faults](#)
- ⦿ Processing [of application faults](#) at the service center, both by remote connection or not
- ⦿ Free two-hour consultation every month for customer success customers.
  
- ⦿ 4 hours consultation every month for customers holding the extended support package Premium Support
- ⦿ Producing a periodic report of cases

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*Qlik-Israel reserves the right to update all or part of the contents of this document from time to time, and in its sole discretion.*

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