

## Support Procedure

All questions and Support requests must be directed to A2MAC1's Customer Support email (support@a2mac1.com) as specified on A2MAC1's website or via website's feedback feature.

Support is available by email Monday through Friday (24 hours a day, 5 days a week, reference timezone CET) and can be provided in French and/or English only.

So as to be able to better handle priorities, A2MAC1 has defined three support query categories according to the situation and impact (critical, high, medium).

All request shall clearly specify the relevant category. In the event of a request by email, the subject of the e-mail shall begin with a mention of the applicable support query category.

The Client will be required to provide the following information:

- Screen shots
- Route followed before arriving at this point
- Website on which the error occurred

## Support Query Categories

Code	Support Request type	Description	Time to respond (1)	Time to provide first Analysis (1)	Time to solve (1)	Examples
KP1	Critical	Website/Application partly or completely unavailable, no immediate solution can be provided.	2h	4h	2d	The website is down, impossibility to access one of the main A2Mac1 services: AutoVision, AutoReverse, Advanced Studies, Services tools, AutoReverseLight
KP2	High	One of the main functionalities is unavailable from the website: Navigation, Comparison.	4h	1d	5d	Access issues for individual users (password reset & IP filter) Impossibility to display the tree into AutoReverse; Impossibility to compare vehicles into AutoVision
KP3	Medium	One of the extra functionalities is unavailable but the main functions are preserved. Search Module, Reporting, Graphics, ...	1d	5d	10d	Impossibility to generate Weight Report into AutoReverse; Impossibility to search vehicles into advanced studies.

(1) all times specified herein should be calculated based on the time periods during which the Support is available (i.e. Monday through Friday from 8:00 a.m. to 5:00 p.m. (GMT +1) except during bank holidays (France))

### Exclusions

A2MAC1 shall have no obligation to maintain, update or provide any kind of Support in connection with:

- problems caused by the Client's negligence or failure to comply with the documentation and instructions provided by A2MAC1;
- any problems whose causes are beyond reasonable control of A2MAC1;
- more generally, any hardware or software not provided by A2MAC1.

For the avoidance of doubt, Support excludes configuration of hardware, non-A2MAC1 software and networking services, as well as any type of consulting services, general solution provider related services, and general computer system maintenance.

The Client shall be responsible for having and maintaining an appropriate information technology system that is suitable to receive and/or enable the access to the Database and obtaining any licenses for use of such an information technology system.