SUPPORT AGREEMENT

1. Introduction

In addition to our Product Warranty Coverage, Innerspace offers Support Plans designed to meet your maintenance needs and give you the peace of mind that your Innerspace training solution will always be performing to the highest level. These include:

• Troubleshooting, problem resolution, and recovery advice

• Access to Innerspace technical support specialists

• Multiple methods of access (email, web, phone, remote)

• Online access to the Innerspace Knowledge Base for the latest product support documentation

Unless otherwise agreed, existing and future contractual relationships between Innerspace GmbH and the customer shall be governed by the latest version of this agreement when the contract or part of the contract is concluded.

In addition to the Service Level Agreement, the General Terms and Conditions of Innerspace GmbH apply.

2. Standard Support

To ensure high performance of your training solution, Innerspace offers a Standard Support plan that meets the needs of many enterprises. Standard coverage applies to both hardware and software products, since each must work together as a total solution.

Standard coverage includes

- Email support[2]
- Phone support[2]
- Remote support[2] [3]
- Access to ticketing system[2]
- Access to the Innerspace Online Knowledge Base

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3. Premium Support

We reinforce our products and services with our service level agreement, providing you with a reliable service that helps you to control your costs. Premium support includes all standard support coverage.

Our SLA timers depend on the priority of your issue or request. When you raise a ticket with us, we make an assessment based on the information you have given us.

We let you know the priority we have assigned, but are happy to take extenuating circumstances into account, if you think we've got it wrong.

Priority is based on two factors: severity and impact.

3.1 How Do We Handle Timers?

We have two timers running on every ticket you raise ("respond within" and "resolve within"). These timers represent maximums – we generally come well within these time limits.

In certain circumstances we will put a clock on hold

- when we are awaiting a response from client with further information

- when work needs to be done on-site by client

- when the backup equipment is defect and need to be replaced

Respond within	This is the maximum amount of time (within your hours of cover) that it should take us to get back to our clients, and confirm who is dealing with the ticket – our clients get to speak to a trained technical expert straight away, rather than a recorded menu system or a call-logger.
Resolve within	This is the maximum time it should take to get everything up and running.

3.1 Priorities

For premium support we undertake the following commitments:

Priority Code	Description	Target Response Time[2]	Target Resolution or Workaround Time[2]
P1	Critical	6 Hours	3 Business Days
P2	High	1 Business Day	5 Business Days
P3	Medium	2 Business Day	Issue dependent
P4	Low	3 Business Days	Issue dependent
P5	Very low	3 Business Days	Issue dependent

All the times shown in the table above are from the time the incident is logged with the Innerspace support. In most cases, it is normal for Innerspace to respond in faster times than those stated.

3.2 Priority Explanations

Priority Code	Explanations
P1	Priority ONE is used for system faults where there is a major impact on normal operation of the system. Innerspace will immediately begin work on a P1 ticket, with the immediate goal of restoring normal operation to the system via a fault correction or a satisfactory workaround.
P2	Priority TWO is used for system faults where normal system operation is affected to some degree and a satisfactory workaround is not available.
P3	Priority THREE is used for system faults where a fault was detected, but normal operation is not affected.
P4	Priority FOUR is used when an enhancement request is made for potential modifications to System.
P5	Priority FIVE is used when the customer asks for general information.

3.3 Maintenance & Backup Equipment

Our Simulator solution consists of a cloud and an on-premise component. To ensure resolution times for the on-premise component, a full backup equipment set is required. The backup PC must be active and accessible via the internet 24/7. The backup VR equipment must be stored securely and maintained on a regular basis. Innerspace provides checklists and guidelines which will help you to effectively maintain the equipment. Our clients must provide an IT SME which can solve problems on-site with the guidance of Innerspace support.

Standard and Premium support does not include on-site support. Expenses (hotel and travel expenses, export / import duties and hours of work 140€/h) will be charged separately.

4. Support Contact

Innerspace GmbH

Helga-Krismer-Platz 1

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Phone:	+43 (0) 660 140 0971
Email:	support@innerspace.eu
Support Center:	support.innerspace.eu
Office hours:	09:00-17:00 CEST on Austrian business days

[1] Remote access via internet (Bomgar or similar)

[2] On Austrian business days - 5 days a week 9 hours (08:00-17:00 CEST)

[3] An 24x7x365 internet connection to the VR equipment is required.