



# Standard Support Schedule

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**Version 1.0**

[DOCUMENT CLASSIFICATION: CONFIDENTIAL]



## Standard Support Schedule

This Standard Support Schedule forms part of your Agreement with Titania Ltd (“**Titania**”). It applies alongside the End User License Agreement (“**EULA**”) and the Order that identifies your organization as the licensee (“**Licensee**”).

Titania is committed to helping you get the most from your investment in our products and services by providing professional, efficient, and effective support. This Schedule sets out the terms that apply to the Support Services you receive, including details of what is included in the Support Tier you selected in your Order (Bronze, Silver, or Gold). Our tiered approach is designed to give you flexibility and ensure the level of service meets your specific needs.

Titania may update this document from time to time to reflect changes in the supported products and solutions, as well as the processes, procedures, and technologies used to deliver Support Services.

### 1. Definitions

The definitions used in this Support Schedule are set out below. Any term not defined here will have the meaning given elsewhere in the EULA.

**“Helpdesk”** means the service operated by Titania and made available to the Licensee for the purpose of creating, managing, and administering Support Tickets in connection with the Support Services.

**“Impact”** means the measurement used to determine the likely effect or extent of an issue on business operations, used by Titania Support to assess the Priority of a Support Ticket. Impact is categorized as follows:

- **High** – Significant disruption impacting all users or critical business functions.
- **Medium** – Moderate disruption affecting a group of users or non-critical business functions.
- **Low** – Minor or no disruption with limited effect on users or business functions.

**“Knowledge Base”** means Titania’s online knowledge repository that provides access to Documentation designed to help Licensees effectively use Titania’s Software solutions. This includes release notes, user guides, device guides, system requirements, troubleshooting information, and frequently asked questions – [titania.com/support/knowledge-center](https://titania.com/support/knowledge-center).

**“Priority”** means the classification assigned to a Support Ticket based on the Impact and Urgency of the reported issue. Priority determines the Target Times applicable to the Support Ticket for response and update milestones under this Support Schedule.

**“Product Lifecycle Policy”** means the policy which explains how Titania Software is maintained and supported throughout its life. It covers all Update release types (Major, Minor, Maintenance), support phases (Full Support, Limited Support, End of Life), and upgrade requirements to ensure compatibility and security – [www.titania.com/product-lifecycle-policy](https://www.titania.com/product-lifecycle-policy).

**“Support Days”** means the calendar days during which Support Services are available for the applicable Support Tier, as set out in this Schedule. Support Days correspond to the Support Hours for each Support Tier (e.g., Monday to Friday for Bronze and Silver; seven days a week for Gold), excluding UK public and bank holidays.

**“Support Hours”** means the hours during which Titania provides Support Services for the applicable Support Tier. Support Hours are defined as follows:

- **8x5** – Core operating hours of Monday to Friday, 09:00 to 17:00 UK time, excluding UK public and bank holidays.
- **24x5** – 24 hours per day, Monday to Friday, excluding UK public and bank holidays.
- **24x7** – 24 hours per day, seven days a week, excluding UK public and bank holidays.

**“Support Ticket”** means a record created within Titania’s Helpdesk system to log, track, and manage a reported incident, request, or query in connection with the Support Services. Each Support Ticket contains details of the issue, its assigned Priority, and the actions taken toward resolution.

**“Support Tier”** means the level of Support Service offered by Titania, as specified in the Order and detailed in this Schedule. Each tier (Bronze, Silver, or Gold) provides a different scope of support features, response times, and service options, designed to give Licensees flexibility and ensure the level of service meets their specific needs.

**“Target Times”** means the target timescales set out in clause 4.2 within which Titania aims to respond to and provide updates for incidents reported under this Support Schedule. These timescales are service objectives derived from the Priority of the relevant Support Ticket and indicate expected response and update milestones for each Support Tier.

**“Updates”** mean any error correction, bug fix, patch, enhancement, update, new version, release, revision, or other modification to the Software that Titania generally makes available to its other customers in the performance of the Support Services as described in the Product Lifecycle Policy. Upon delivery, Updates shall be considered part of the Software.

**“Urgency”** means the measurement used to determine the time sensitivity for response or resolution, used by Titania Support to assess the Priority of a Support Ticket. Urgency is categorized as follows:

- o **High** – Immediate attention required to prevent major disruption.
- o **Medium** – Attention required to prevent potential disruption.
- o **Low** – No potential disruption.

## 2. Access to the Solution

- 2.1. Licensees can access and download Titania’s Software in accordance with the instructions provided in the Knowledge Base. The Knowledge Base includes comprehensive user guides that explain how to download, install, and get started with the Software, as well as additional resources such as release notes, system requirements, and troubleshooting information.
- 2.2. Unless the Licensee has purchased additional setup and onboarding services which will be referenced in the relevant Order, the Licensee is responsible for self-service installation and configuration using the resources provided in the Knowledge Base. Licensees are encouraged to consult the Knowledge Base before raising a Support Ticket to ensure a smooth installation and onboarding experience.

## 3. Provision of the Support Services

- 3.1. **Support Tiers:** During the Term, Titania shall provide the Licensee with the Support Services in accordance with the Support Tier selected in

the Order and as detailed in this Schedule and described below:

- a) **Bronze** – A responsive service aligned with Titania’s core operating hours. Bronze support is included as standard with Titania Software licenses.
- b) **Silver** – An enhanced level of support that extends the standard offering to provide greater availability outside of Titania’s core operating hours and faster response times.
- c) **Gold** – The most comprehensive Support Tier, delivering the shortest response times and maximum availability to align with operational requirements.

- 3.2. **Support Tier Descriptions:** Each Support Tier offers a distinct level of availability, responsiveness, and service features to meet varying operational requirements. The summary table below outlines the scope of each Support Tier and the specific support features included in each package:

Description	Bronze	Silver	Gold
Access to new product versions	✓	✓	✓
Automated access to release updates	✓	✓	✓
Online Support Ticket creation	✓	✓	✓
Online Knowledge Base article access	✓	✓	✓
Portal based support	✓	✓	✓
Chat based support	✓	✓	✓
Email based support	✓	✓	✓
Telephone based support		P1 / P2	All
Support availability	8*5	24*5	24*7

- 3.3. **Requesting Support:** Titania’s Support Services are designed to provide a transparent and efficient request-handling experience, giving Licensee full visibility of open Support Tickets. Licensees can contact Titania Support through the following channels, subject to the Support Tier specified in the Order:

- a) **Support Portal** – The primary and most efficient channel for creating Support

Tickets and tracking updates. This option is available to all Support Tiers.

- b) **Chat** – Option to submit general enquiries about products, services, and commercial matters. This option is available to all Support Tiers.
- c) **Email** – Option to submit support requests to [support@titania.com](mailto:support@titania.com) for automated ticket creation. This option is available to all Support Tiers.
- d) **Telephone** – Direct telephone support is available for Silver Support Tier Licensees for Priority 1 and 2 Support Tickets. Gold Support Tier Licensees may access phone assistance for all Priority levels.

Titania may introduce additional channels or update preferred methods of engagement from time to time.

**3.4. Requesting Out-of-Hours Support:** Licensees holding Silver or Gold Support Tiers may access out-of-hours support, as specified in clause 4.2. To obtain assistance outside of Titania core business hours of Monday to Friday, 09:00 to 17:00 UK time, Licensees should contact the telephone support number provided as referenced in clause 3.3.d).

**3.5. Licensee Co-operation:** The Licensee shall provide reasonable co-operation and information as needed for Titania to respond to Support Tickets and deliver Support Services.

**3.6. Bullying and Harassment:** Titania has a zero-tolerance approach to all forms of harassment. Should the Licensee or its staff engage in any form of harassment to Titania’s support team, the Parties shall promptly review the matter and take appropriate action as may be agreed between them. In the absence of mutual agreement, Titania reserves the right to take such action as may be necessary to protect its team members, which may include limiting or suspending the Licensee’s access to the Support Services.

#### 4. Target Times for Ticket Responses

**4.1. Prioritization:** On receipt of a Support Ticket, Titania will assess the information provided by the Licensee and assign a Priority based on the Impact and Urgency of the issue. Priority

determines the applicable Target Times for response and ticket update milestones.

**4.2. Target Times:** Titania shall use commercially reasonable efforts to meet the Target Times that correspond to the Support Tier selected in accordance with the tables below:

Bronze			
Priority	Response	Update	Coverage
1 - Urgent	2 Support Hours	1 Support Day	8x5
2 - High	4 Support Hours	2 Support Days	8x5
3 - Medium	1 Support Day	5 Support Days	8x5
4 - Low	2 Support Days	5 Support Days	8x5

Silver			
Priority	Response	Update	Coverage
1 - Urgent	2 Support Hours	8 Support Hours	24x5
2 - High	4 Support Hours	24 Support Hours	24x5
3 - Medium	1 Support Day	5 Support Days	24x5
4 - Low	2 Support Days	5 Support Days	24x5

Gold			
Priority	Response	Update	Coverage
1 - Urgent	1 Support Hour	4 Support Hours	24x7
2 - High	4 Support Hours	24 Support Hours	24x7
3 - Medium	8 Support Hours	3 Support Days	24x7
4 - Low	24 Support Hours	5 Support Days	24x7

The parties acknowledge and accept that Target Times listed above are service objectives only and are not guaranteed. Actual resolution times may vary depending on the nature and complexity of the relevant Support Ticket.

**4.3. Requests Raised Outside Support Hours:** If a Support Ticket is raised outside of Support Hours, the applicable Target Time will commence at the start of Support Hours on the next Support Day. Where a ticket cannot be resolved within the same Support Day, it will be placed on hold and resumed at the start of Support Hours on the next Support Day.

4.4. **Escalation:** If the Licensee believes that progress on a Support Ticket is inadequate or that the quality of the Support Service is unsatisfactory, the Licensee may request escalation by adding an escalation note within the ticket. Upon such request, the ticket will be formally escalated to Titania Support Management for review and further action.

## 5. Software Updates

5.1. Titania encourages all customers to keep up to date with the latest product releases to ensure they achieve the greatest benefit from their deployed solution.

5.2. During the Term, Titania will provide Updates as part of the Support Services in accordance with Titania's Product Lifecycle Policy. Updates are issued in three forms:

a) **Major Releases** – Significant changes that may include new functionality,

architectural modifications, or major performance enhancements. Major releases may require system updates to maintain compatibility.

b) **Minor Releases** – Backward-compatible improvements, which may include feature enhancements and performance optimizations.

c) **Maintenance Releases** – Patch updates for bug fixes, security patches, and minor improvements.

5.3. Titania strongly recommends that all Licensees implement Minor and Maintenance Updates as soon as they become available as well as upgrades to the latest version of the Software following a Major release in accordance with the guidance published in the Product Lifecycle Policy.