

Support services – Standard package (Last updated 24.06.2025.)

Things Solver will provide for the Client the following categories of support services related to the Software in compliance with the Agreement:

- a. Support services for Service Requests, including resolution of incidents identified by the Client
- b. Special deliveries of versions of the Software that remove defects.
- c. Distribution of Software upgrade to the latest version of the Software, which includes new functionalities - Major distributions (1.0, 2.0, 3.0, etc.) that are based on the Software development plan or Minor distributions (x.1, x.2, x.3, etc.) in accordance with the Things Solver distribution plan.

1 ROLES AND RESPONSIBILITIES

1.1. For better performance and cooperation in service delivery, the following roles are defined with corresponding responsibilities

Role	Responsibility
Things Solver	
Employees in the User Support Department	Responsibilities: receiving requests, continuous communication with the Client and internal development team, reporting, closing of requests, escalation
Manager of the User Support Department	Responsible for the work of employees and activities of the User Support department, as well as for the first level of escalation
Management Representative	An employee who performs the function of senior management (Director of the company or Director of the business unit in charge of maintenance tasks)
Authorized Representative of Things Solver	The only person authorized by Things Solver to sign on its behalf the documents required for the execution of the Agreement, including Delivery and Acceptance Reports, Additional Service Orders.
Client	
Employees	Employees who use Software as end or key users
Authorized employees	An employee of the Client who is authorized to submit a Service Request and who has the right to enter into direct contact with Employees in the User Support Department of Things Solver and with technical persons.
Director of the Information Technology Sector	Director of the sector in charge of the Client's information technologies
Management Representative	An employee who performs the function of senior management in accordance with the internal acts of the Client
Authorized Representative of Client	The only person authorized by the Client to sign on their behalf the documents required for the execution of the

	Agreement, including: Delivery and Acceptance Reports, Additional Service Orders.
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2. INCIDENT SEVERITY LEVELS

2.1. Severity Level Definitions for the needs of determining Things Solver response time frames

Incident Severity Level		Description of consequences suffered by Software Solution users
CRITICAL	Critical impact on business	An error in the application module results in the imminent threat to the key business or near-term business milestone that pose a financial risk to the Customer. There is no backup solution to a specific problem (i.e. the job cannot be done in any other way).
HIGH	High impact on business	An error in the application module prevents a part of the Customer's work from being performed on a process level, with a small financial and/or business risk. There is a backup solution with a workaround, or non-key processes are impacted with no workaround.
LOW	Minor impact on business	An error in the application module has a non-key business impact with a workaround or no business impact. The error does not prevent the User from performing most of his tasks without interruption. There is a backup solution to overcoming a specific problem. An error in the application module carries minimal or no business/financial risk. An error in the application module is classified as an acceptable risk exposure at the process level, with minor operational corrections.

In terms of support for the services specified in this Agreement, Things Solver will respond to Service Requests related to the Software submitted by the User within the following time frames:

Severity level	Time to first response	Time to resolution
CRITICAL	1 day	5 working days
HIGH	2 days	7 working days
LOW	5 days	10 working days

The time defined in the table above is the Working Time of Things Solver, which means working hours and working days in accordance with the CET time zone and the laws of the Republic of Serbia.

Travel time (if applicable) is not included in the periods listed in the table above.

3. PROBLEM MANAGEMENT

- 3.1. The Client's employees submit a Service Request via the Things Solver Support portal during Things Solver's working hours. In case of submitting a service request during non-working hours, the submission will be considered as executed at the beginning of the next working day.
- 3.2. In the event that Service Requests refer to incidents, the Client is obliged to provide Things Solver with complete information, as well as data on the circumstances in which the incident referred to in the Request occurred.
- 3.3. The Client can check the status of the Service Request by consulting the Things Solver Support Portal.
- 3.4. The client is obliged to notify Things Solver of any errors within 1 day of receiving the assistance or solution. Upon the expiration of that period, it will be considered that the solution to the problem or the assistance has been accepted. Upon acceptance of the solution in the manner described in this item, the Service Request is closed.
- 3.5. Whenever Things Solver requests additional information, or when assistance or a solution is sent to the Client, the time to provide assistance or to resolve the problem will be stopped until the Client provides answers and/or test results.
- 3.6. The service request is closed when the Client accepts, in the manner described in item 3.4. problem solution provided by Things Solver, even if not installed on the production environment of the Software.
- 3.7. In the event that Things Solver provides assistance for problem solution, the current service request will be closed and a new one will be opened with a lower priority level and with a reference to the original request.
- 3.8. In the event that the Client has submitted a Service Request, and subsequent analysis and resolution of the problem reveals that the problem arose from causes that are not the subject of service provision, Things Solver is obliged to inform the Client of the reasons for the resulting problem and the time spent on solving it immediately after the intervention. The Client has a deadline of 2 working days to dispute the calculation, otherwise the calculation will be considered to have been agreed. Upon the agreed calculation, the value of additional services will be invoiced to the Client.

In the event of a billing dispute, Things Solver has the right to stop performing services, or to request a lump-sum advance payment for the provision of these services for a certain period of time (e.g. quarter, month), in which case it will provide services to the extent of the paid advance. In the event that the actual consumption of resources in the specified time period is less than the paid advance, the overpaid amount will be returned to the Client after the time period has expired.

4. ESCALATION PROCEDURE

- 4.1. In the event of poor enforcement of the Agreement, Parties will use the following escalation mechanisms:
 - 4.1.1 Role assignment for escalation levels:

Escalation levels	Things Solver	Client
1	Manager of the User Support Department	User's authorized representative
2	Management representative	Management representative
3	Director of Things Solver	To be defined

4.1.2 Escalation matrix for the User:

Severity level	In the event that Things Solver does not provide solution upon request within the following deadline:	Escalation level
CRITICAL	Deadline for problem resolution	1
CRITICAL	16 hours after the deadline for problem resolution	2
CRITICAL	32 hours after the deadline for problem resolution	3
HIGH	Rok za razrešenje problema	1
HIGH	24 hours after the deadline for problem resolution	2
HIGH	48 hours after the deadline for problem resolution	3
LOW	Deadline for problem resolution	1
LOW	72 hours after the deadline for problem resolution	2
LOW	120 hours after the deadline for problem resolution	3
Any level	If there is no response within the deadline for response	1

Time defined in the table above is the Working Time of Things Solver, which means working hours and working days.

4.1.3 Escalation matrix for Things Solver

Severity level	Escalation	Escalation level
Any level	If there is no response to incident/problem for more than 8 working hours	1
Any level	If there is no response to incident/problem for more than 16 working hours	2
Any level	If there is no response to incident/problem for more than 40 working hours	3

