

# Customer Support

## 1. Definitions

“Issue” means any problem or failure that materially decreases the functionality or performance of the Service and is caused by the software, systems, networks, other components, facilities or services that are supplied as part of the Service. Issues do not include any problem or failure caused by the use or improper use or operation of software, systems, networks, other components, facilities or services that are not part of the Service but are used to connect to, integrate with or otherwise make use of the Service.

“Resolution” means a change to the application software, a change to the hosting systems, software or network, or any other change to the components, configuration or services constituting the Service that resolves the Issue. Resolution also includes any testing by OneSpan and Customer prior to applying the Resolution to the Service.

## 2. Reporting of Issues

The Helpdesk is organized per region. The Customer Administrator may contact support at [sign.support@onespan.com](mailto:sign.support@onespan.com), or by telephone, weekdays (not including Canada and U.S. public holidays) within service hours indicated for the region where Customer is located:

Region / Country	Phone number	Service Hours* on Business Days
North America	1.855.693.7446 1.514.904.1594	8AM–8PM EST
UK	+44 20 3608 7117	
Europe	Belgium +32 2 609 9710 Germany +49 69 9675 8496	8AM-6PM CET (UTC/GMT +1)
Australia	+61 2 8061 3750	9AM-5PM UTC/GMT +10-11 hours

\* Depends on daylight saving time.

Support Service requests with Severity Levels 1 & 2 must be logged by telephone. All Issues must include a reasonable detailed written description of the decrease in functionality or performance of the Service, and the impact on the efficacy of the Service.

## 3. Personnel and Communication

OneSpan and the Customer will provide the necessary and appropriate personnel as required to find a Resolution. OneSpan and Customer will cooperate to obtain or supply information and data, and run tests in order to assist in finding a Resolution in a timely manner. OneSpan will communicate its progress on finding a Resolution to the Customer on a basis appropriate to the Severity Level.

## Severity Levels

		IMPACT			
		Low	Medium	High	
		<ul style="list-style-type: none"> <li>- Affects the operation of software in a production capacity</li> <li>- Or in a Pre-Production environment</li> <li>- &lt; 30% Users</li> </ul>	<ul style="list-style-type: none"> <li>- Affects the operation of software in a production capacity</li> <li>- &gt; 30% of Users</li> </ul>	<ul style="list-style-type: none"> <li>- Affects the operation of software in a production capacity</li> <li>- All users</li> </ul>	
URGENCY	Low	<ul style="list-style-type: none"> <li>- Occasional Stoppage of the operation of the Software</li> <li>- Business process affected</li> <li>- Work-around available</li> </ul>	4	3	2
	Medium	<ul style="list-style-type: none"> <li>- Occasional Stoppage of the operation of the Software</li> <li>- Business process affected</li> <li>- Work-around is cumbersome to use</li> </ul>	3	2	1
	High	<ul style="list-style-type: none"> <li>- Continuous stoppage of the operation of the software</li> <li>- Or substantial stoppage of development or implementation activities</li> <li>- No workaround</li> </ul>	2	1	1

		Service		
		Report	Response	Resolution
Severity	1	Phone	30 minutes Commence working continuously within 1 hour	Temporary or Permanent fix will be supplied or applied when ready
	2	Phone	30 minutes Commence working continuously during business hours within 1 hour	Temporary or Permanent fix will be supplied or applied when ready
	3	Phone/email	4 business hours Commence based on commercially reasonable efforts	Temporary or Permanent fix will be supplied or applied on the next maintenance release possible
	4	Phone/email	1 business day Commence based on commercially reasonable efforts	Temporary or Permanent fix will be supplied or applied on a subsequent release