

## Customer Experience and Support Policy

This Customer Experience and Support Policy (“Policy”) describes the general guidelines for the performance of all services related to the Customer Experience and performance of Support (“Services”). This Policy applies to all IXOPAY Customers (“you”), though some components of the Policy are specific to the Customer Experience Package (“CXP”) elected by you pursuant to an applicable purchasing document, such as an Order Form. This Policy covers Services on a global scale, using IXOPAY personnel across all of IXOPAY’s office locations.

### 1. Service Incidents and Support Requests

Except with respect to Severity Level 1 issues, IXOPAY recommends reporting issues regarding availability or performance of the Services by creating a service ticket via the IXOPAY Experience Portal: <https://ixopay.my.site.com/support>

All Severity Level 1 issues must be reported by calling:

Region	Phone Number
United States	+1 (877) 217-5718
EU	+431 3530512-247

Regardless of their Severity Level, all Requests shall include a detailed description of the issue, error or request to expedite troubleshooting, including:

- What specific product or service is experiencing the issue(s)?
- What is the Priority Level of the request?
- When did the issue(s) first arise? Is the issue(s) persistent?
- Was there a change in your environment prior to experiencing the issue(s)?
- Has this happened before? When and how often?
- How is the issue(s) impacting processing operations or transactions?
- Have you conducted any troubleshooting? If so, what have you done so far?
- Do you have screenshots of the issue(s)?
- Can the issue(s) be recreated?

IXOPAY (“we”) may limit your right to submit requests to a maximum number of 5 Named Technical Support Contacts (NTSC), unless specified otherwise in the Agreement.

Severity	Definition
Sev 1	The IXOPAY Platform is down, or a major functionality <sup>1</sup> that affects all Customers is unavailable or materially impacted by performance issues, and no workaround is available.
Sev 2	Your IXOPAY environment is down, a major functionality currently in use by Customer is partially unavailable or degraded, and no alternative configuration or workaround is immediately available.
Sev 3	The performance of your IXOPAY environment is impacted or the functionality is impaired but you are largely able to process Operations or workaround is available.
Sev 4	Non-critical configuration, or troubleshooting request not impacting ability to process Operations.

## 2. Expectations Following Service Request Submission

Following receipt of a Service Request, IXOPAY will validate support entitlements, open a service ticket if the issue is reported via phone, verify the request includes sufficient information to begin troubleshooting, and then initiate an investigation to determine the root cause. Entitlement validation includes confirming that you are an active Customer who is current on all payments and determining which CXP you've selected.

## 3. Business Best Practices

We recommend you raise a Service Request at least 30 days prior to any planned significant increases to usage or retention periods and scheduled go-live events (each, a "Proactive Case"). You acknowledge that any requests for support related to planned changes without a Proactive Case will not be subject to any SLOs identified in this Policy.

Your subscription to the Products and CXP includes new versions of the Products supported by IXOPAY within a major release, update, or upgrade.

## 4. Security

Maintaining the confidentiality of all information stored or processed when using our products is an integral part of our offering. Details regarding the storage and processing of personal data can be found in your Data Processing Agreement (DPA), which forms an integral part of the customer agreement. Under the DPA, we commit to implement and maintain technical and organizational security measures (TOMs) designed to ensure a level of security appropriate to the risk within our scope of responsibility. You can request our current TOMs version at any time by contacting [privacy@ixopay.com](mailto:privacy@ixopay.com), and confirm that you have implemented and will maintain appropriate TOMs within your scope of responsibility to meet applicable legal and contractual requirements.

<sup>1</sup> The term "major functionality" excludes any apparent integrated 3rd Party Services; for the IXOPAY Platform, the term exclusively covers the PCI-DSS Vault and Transaction Processing as described in the Platform Description; for Products governed by Annex Billable Operations, Section B., the term excludes Modules B.2.1., B.2.3., B.2.4., B.3.1., and B.3.3.

## 5. Service Plans

We provide consultation with your primary named technical support contacts for simple configuration, support of standard protocols, features, use, and maintenance questions regarding the Products in accordance with your selected CXP. Prior to commencing work on a Service Request, we will review your account to aim for alignment with your appropriate objectives. All Services provided by our team are subject to the master agreement, including all active orders, executed for your use of the Products.

Customer Experience Packages					
	Basic	Essentials	Accelerate	Enterprise	Strategic
24x7 Monitoring	✓	✓	✓	✓	✓
Enhanced Response Times		✓	✓	✓	✓
Assigned Support Engineer				✓	✓
Assigned CSM		✓	✓	✓	✓
Advisory Services	Add-On	Add-On	24 Hours	48 Hours	72 Hours
Value Reviews		Annually	Semi-Annually	Quarterly	Monthly
Onboarding	Self-Paced	Quick Start	Quick Start	Expert Guidance	Expert Guidance
Assigned Solutions Architect					✓
Dedicated Slack Channel				✓	✓
IXOPAY University			✓	✓	✓
IXOPAY Connect			1 Seat	3 Seats	5 Seats
Roadmap Preview				✓	✓
Named Executive Sponsor				✓	✓
Dedicated Slack Channel				✓	✓
Dedicated Development					✓

Advisory Services includes access to IXOPAY technical experts to provide consultation on best practices, usage optimization, PCI support, integration support, data analysis, and benchmarking. Advisory Services are more closely related to training than troubleshooting. Additional hours for Advisory Services can be purchased by you regardless of which CXP you use.

All CXPs include 24/7 monitoring of the Platform, as well as Services related to “Break-Fix”, which is reactive support provided in real time. Issues contained within Break-Fix Services include identification and resolution of software defects and/or correction of configuration or environmental issues within the Products.

We may require additional information to reproduce reported issues to effectively perform the Services. If you do not provide information when requested, Services may be delayed until information is provided. If you do not respond to information requests within 14 days of our initial request for such information, we will close the Service Request.

Prior to raising a Service Request, you should review all relevant Documentation to ensure the answer to your issue or question is not available. You should use good faith efforts to ensure you and your users are familiar with the Documentation, which will help eliminate excessive calls to IXOPAY. If we reasonably believe you are using Services in bad faith based on a culmination of unfounded Service Requests, we may limit or terminate access to Services.

## 6. Service Level Objectives (“SLOs”)

IXOPAY classifies all Service Requests with a Severity Level to ensure appropriate management of our caseload. The following table establishes a framework for how we strive to address your Services Requests. You understand that, due to factors beyond our control, circumstances may arise where timeframes cannot be met:

	IXOPAY Response Time				
Severity	Basic	Essentials	Accelerate	Enterprise	Strategic
Sev 1	30 min	30 min	30 min	30 min	30 min
Sev 2	6bh	4bh	4bh	2bh	2bh
Sev 3	3 Business Days	2 Business Days	1 Business Day	12bh	6bh
Sev 4	5 Business Days	3 Business Days	1 Business Day	12bh	6bh

		IXOPAY Resolution Process		
		Essentials/Accelerate/Enterprise/Strategic		
Severity	All Packages	Notification of Resolution Target	Updates	Escalation to Management
Sev 1	IXOPAY will investigate the issue and will work continuously until the issue is fixed or a temporary workaround is implemented.	Within 4 bh after initial response	Every Business Hour	Immediate
Sev 2	IXOPAY will investigate the issue and will work continuously until the issue is fixed or a temporary	Within 48 bh after initial response	Every 4 Business Hours	If the issue is not resolved within 3 Business Days after initial response

	workaround is implemented.			
Sev 3	IXOPAY will work during normal business hours to investigate the issue and implement a fix or workaround.	Within 4 Business Days after initial response	Every 2 Business Days	If the issue is not resolved within 10 Business Days after initial response
Sev 4	IXOPAY will evaluate the timing to provide a fix in an upcoming release.	Within 14 Business Days after initial response	As needed	As agreed by both parties

For purposes of the above tables, the following definitions apply:

“*Response Time*” is the amount of time from when a Service Request is created until we contact you to schedule a troubleshooting session or when troubleshooting begins. The Response Time is strictly intended to be an objective of IXOPAY.

“*Business Day*” means Monday through Friday from 8:00am - 5:00pm in the time zone of your primary support location, excluding local IXOPAY holidays. Currently, IXOPAY’s primary support locations are Oklahoma, USA (UTC-06:00) and Vienna, Austria (UTC+01:00).

“*Business Hour/bh*” means an hour of time Monday through Friday between 8:00am and 5:00pm in the time zone of your primary support location, excluding local IXOPAY holidays.

## 7. Non-Production Environments

All Services, SLOs, and other objectives or commitments pursuant to this Policy relate to Production Environments, unless otherwise agreed in writing by you and IXOPAY pursuant to your master agreement or any applicable order form or statement of work. Any Service Requests related to a Non-Production Environment, including a beta service, lab or sandbox, are not eligible for any such Services under this Policy.

## 8. Third Party Services

Your purchase from IXOPAY may include components, software, services, or products that are developed and maintained by third parties (“Third Party Services”). Unless otherwise specified in writing, Third Party Services are not included in any commitments made under this Policy. In the event your Service Request is inclusive of Third Party Services, our initial response will state that the case is subject to our coordination and correspondence with such third party. In the event we are unable to initially determine whether the Service Request relates to an IXOPAY issue or an issue related to Third Party Services, we will notify you via an update to the Service Request as soon as commercially possible when we make such discovery.

## **9. Lapse and Reinstatement**

We are not obligated to provide Services if you stop paying fees for your Products or CXP. In the event any non-payment is discovered, we reserve the right to temporarily suspend performance of the Services. We will resume the performance of Services only once you have fully paid any outstanding fees.

## **10. Policy Updates**

This Policy is subject to change at IXOPAY's discretion. In the event of modifications or updates to this Policy, the revised Policy will be posted at [www.ixopay.com/legal/ixopay-terms](http://www.ixopay.com/legal/ixopay-terms). Your continued use of the Services after any such updates constitutes your acceptance of and consent to the most recent version of the Policy.

## **11. Definitions**

Capitalised terms used herein have the meaning given to them in the Agreement, unless otherwise defined herein.

*"Production Environment"* is the live operating environment of any Product, meaning you have the ability to use the relevant Product by processing Operations with live data.

*"Service Request"* means the support ticket you open to request Services, often casually referred to as a case.