

# Issue Types and their Chargeability

## Service level

This document defines the categories of client requests to the helpdesk and their classification based on their nature and definition of their chargeability in relation to the client and a service contract.

### 1. Bugs in application (bug zone)

For errors in the application that the client cannot remove himself is responsible Atollon. These are problems caused by a bug in the program.

Atollon provides repair of those bugs by providing update to the newest version of application to clients who have subscription for updates. If the application is not hosted on Atollon's servers, clients are responsible for update, or can possibly order services from Atollon or Atollon's consulting partners.

In case of hosting on Atollon's servers and using SaaS model, this service is included in the price of solution.

A typical example is when because of an error on the server the client cannot connect to the application and the server consultant must make appropriate corrections.

### 2. Errors in system configuration

This kind of mistake usually can be repaired by the client itself. If the client's experience or skills are not enough, the client can order Atollon or Atollon's partners to help with fixing it.

For errors in the system configuration during the configuration is responsible Atollon consulting partner, who received an order from the Client on that configuration. Liability is limited to the time when the client takes the configuration to use. The client agrees to assume configuration and verify the operation of functions as soon as possible since the submission by the consultant, not longer than

30 days from time client taken over configuration. After this time, any intervention in the application configuration will be chargeable.

### **3. Request for advice or identify the problem (dark zone)**

Client has a problem with the application that can not describe and ask Atollon support for help.

Typically the problem is caused by insufficient or inappropriate application setup. These are problems that clients can resolve itself, and whose solution also have the opportunity to change it to a function to set the future need. to their current needs and In this case, by consultant provide the client under contract by e-mail or telephone setup help with. If the client requires setup by consultant , new configuration request is created (see next Paragraph)

For service contract subscribers is this service provided free of charge. Otherwise is charged fee according to service tariff.

### **4. Request for configuration (green zone)**

Configuration request may occur most often during the implementation process, or to expand utilization of the system and adding new features.

These include adding new types of projects, accounts, introduction of new functions or the entire organization. In most cases the first stage is approval, so that the client is presented to estimate and after its approval customization is performed. In the case of more complex and longer-term projects there are handover and approval phase.

A typical example is development of custom functions, or adding a new object type in the system with a complete set of statuses and permissions.

This category is fully chargeable. In the case of negotiating service contracts, the Client has right to a number of tasks in the service contract for free.

### **5. The incentive to development of new features**

Atollon welcomes and encourages proactivity of our clients. Only precise understanding of your needs can help us customize a plan for further development of the system.

Atollon develops new features and provides them free as part of a subscription service updates for selected products, unless the Client agreed otherwise with Atollon.

# Invoicing of services.

In case of billing request is settled according to the current price list and timesheet of consultant's work. Timesheets are charged for every 15 minutes, depending on Atollon's tariff .

It is essential to note that the time is counted not only its own implementation of the requirement, but the time spent communicating with the client, identification configuration, administration tools and testing.

Intensity is significantly reduced if the Client identifies a problem well, providing as much information as possible to specify.

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