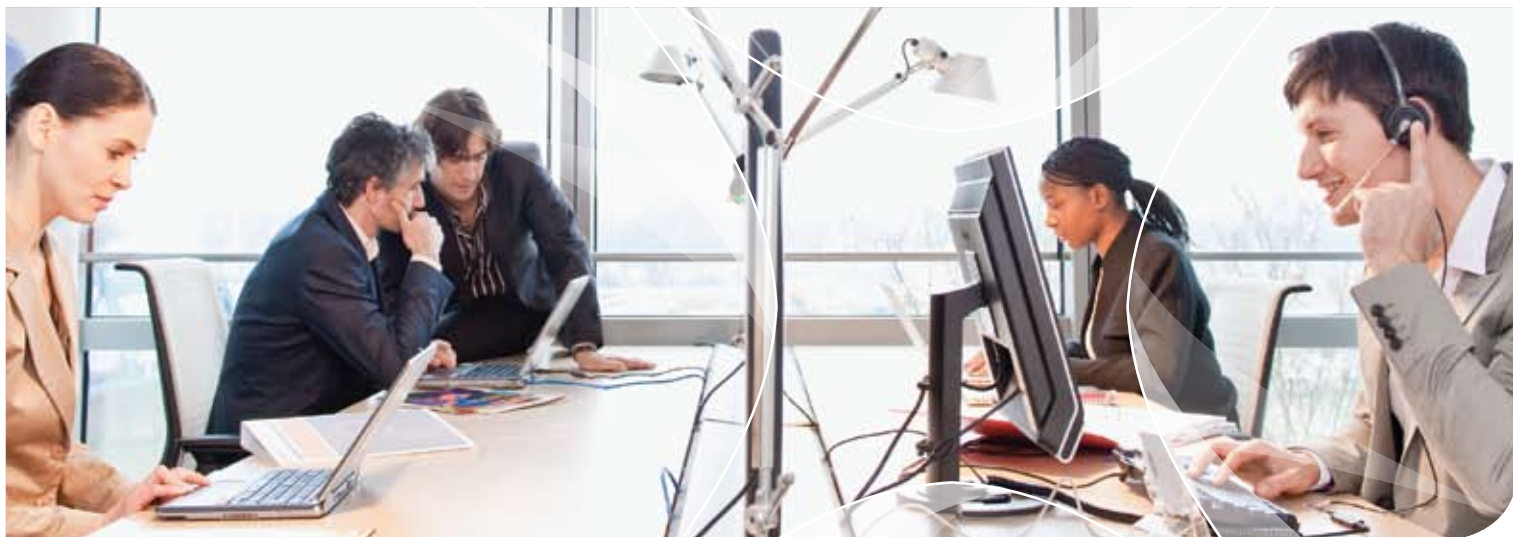


# Allynis™ Software Support and Update Services

||||| North America support options to meet the needs of your enterprise



ENTERPRISE > SERVICE

The sale price of Gemalto's software products includes our standard Manufacturer's Warranty of 90 days. To complement our software solutions and provide further support coverage, Gemalto offers three levels of Software Support and Update Services:

> **Silver Support Level:** basic support and update package, providing access to technical support during normal working hours

> **Gold Support Level:** enhanced software support and update package, with 24x7 access to technical support

> **Platinum Support Level:** 24x7 technical support via a dedicated support engineer, with specified response and resolution times for corrective action.

An overview of Silver, Gold, and Platinum Level support packages is shown on the following page.

## Customer's Obligation for Support

In order to meet the support criteria, the Customer must supply the following:

- A remote link (remote access) set up between Gemalto and the Customer's platform. The installation will be performed according to the security scheme required by the Customer.
- Qualified and identified interfaces
- Information (logs, traces, cards, software, environment, etc.) required for Gemalto to investigate the problem
- End user smart card or stand-alone token
- End user smart card reader, if specific

## Pricing

Please contact Gemalto North America for details on pricing for the Silver, Gold, and Platinum Support and Update Services packages.

Support packages are purchased on an annual basis.

# Allynis™ Software Support and Update Services

## Overview of Silver, Gold, and Platinum Level Support Packages

|  | Silver Level  | Gold Level  | Platinum Level  |
|--|---|---|---|
| <b>Access to Support Resources</b>     | <p>5 days/week, Monday through Friday, 9 am – 4 pm Central Time</p> <p>Support may be contacted</p> <ul style="list-style-type: none"> <li>on line or via email</li> </ul>                                      | <p>7 days/week, 24 hours per day</p> <p>Support may be contacted</p> <ul style="list-style-type: none"> <li>by phone (for Severity Level 1 or 2)</li> <li>on line or via email</li> </ul>   | <p>7 days/week, 24 hours per day</p> <p>Support may be contacted</p> <ul style="list-style-type: none"> <li>by phone (for Severity Level 1 or 2)</li> <li>on line or via email</li> </ul> <p>Gemalto will designate a dedicated support engineer to provide follow up and other support communications</p>  |
| <b>Response Time Commitment</b>        | <p>Response time based on severity*</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 4 working hours</li> <li>Severity 2: &lt; 8 working hours</li> <li>Severity 3: &lt; 24 working hours</li> </ul> | <p>Response time based on severity*</p> <p>DURING WORKING HOURS:</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 4 working hours</li> <li>Severity 2: &lt; 8 working hours</li> <li>Severity 3: &lt; 24 working hours</li> </ul> <p>DURING NON-WORKING HOURS:</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 8 hours</li> <li>Severity 2: &lt; 24 hours</li> <li>Severity 3: N/A</li> </ul>  | <p>Response time based on severity*</p> <p>DURING WORKING HOURS:</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 4 working hours</li> <li>Severity 2: &lt; 8 working hours</li> <li>Severity 3: &lt; 24 working hours</li> </ul> <p>DURING NON-WORKING HOURS:</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 8 hours</li> <li>Severity 2: &lt; 24 hours</li> <li>Severity 3: N/A</li> </ul> <p><b>Targeted resolution time</b></p> <p>Gemalto targets to resolve 80% or more of severe problems within 8 hours</p>   |
| <b>Corrective Release Notification</b> | Gemalto will provide corrective releases of software every 6 months, free of charge   | Gemalto will provide corrective releases of software every 6 months, free of charge   | Gemalto will provide corrective releases of software every 6 months, free of charge   |
| <b>Optional Services</b>               | None  | <ul style="list-style-type: none"> <li>On-site intervention, with specified response time commitment (see below)</li> <li>On-site software deployment</li> <li>Customer Service requests/calls report and metrics</li> <li>Dedicated single point of contact</li> </ul> <p>ON-SITE INTERVENTION RESPONSE TIME:</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 2 days</li> <li>Severity 2: &lt; 3 days</li> <li>Severity 3: Corrected release</li> </ul> <p>The above response time commitments do not include:</p> <ol style="list-style-type: none"> <li>Time between decision confirmation and first flight availability from Marseilles, France or Austin, TX</li> <li>Flight duration (point-to-point from Gemalto facilities to Customer's premises)</li> </ol> | <ul style="list-style-type: none"> <li>On-site intervention, with specified response time and resolution time for severe problems (see below)</li> <li>On-site software deployment</li> </ul> <p>ON-SITE INTERVENTION RESPONSE TIME:</p> <ul style="list-style-type: none"> <li>Severity 1: &lt; 2 days</li> <li>Severity 2: &lt; 3 days</li> <li>Severity 3: Corrected release</li> </ul> <p>The above response time commitments do not include:</p> <ol style="list-style-type: none"> <li>Time between decision confirmation and first flight availability from Marseilles, France or Austin, TX</li> <li>Flight duration (point-to-point from Gemalto facilities to Customer's premises)</li> </ol> |

**\* Definition of severity levels**

- Severity 1 (Severe): Business is stopped and users cannot make any progress in their work (excluding tests and development)
- Severity 2 (Moderate): Business is restricted; users can carry out work, but with significant difficulty or delay
- Severity 3 (Minor): All other problems with software

[www.gemalto.com/enterprise](http://www.gemalto.com/enterprise)