I. OVERVIEW OF THE SERVICE

The Gold SLA Service provides the following guaranteed support services for Dispatcher Phoenix (referred to hereafter as "Product") that is offered by Konica Minolta's Solutions Engineering Center (SEC):

- Faster guaranteed response times for reported incidents.
- Access to software upgrades, including minor and major releases of the application. This can include core changes to the application, the introduction of major new features and functionality, etc.
- Access to monthly software updates to address anomalies, provide product enhancements, etc.
- Access to patches and hotfixes that can be supplied as needed to address issue(s) reported by a customer.
- Guaranteed support for future device models. See the "Support for Future Device Models" section on page 4 for more information.
- Guaranteed support for future Operating System versions. See the "Support for Future Operating Systems" section on page 4 for more information.

II. ELIGIBILITY FOR THE SERVICE

This service is available for all Konica Minolta SEC Dispatcher Phoenix licenses (SEC's Software) that are ordered from Konica Minolta BUS, and is subject to the Product's Standard License Terms and Conditions and Konica Minolta's standard Delivery Terms.

Conditions for subscribing to the service for the Customer are as follows:

- A minimum installation of 100+ connected devices and/or 2+ locations with a total of 100+ connected devices.

- A signed and up-to-date Statement of Work (SOW) document is provided to SEC.

- SEC has verified the signed and up-to-date SOW. If no response from SEC is forthcoming 14 Business Days after SEC's receipt of SOW, then Company can deem SOW as having been verified and accepted by SEC. In the event that there are open questions with the SOW, the SLA becomes fully active once those open questions have been answered; until then, reported incidents will be classified with a D-rank severity.

- Must have a valid Dispatcher Phoenix software license.

- MFP devices on which the Product will be used have passed bEST Certification.

- Must allow remote access to all Dispatcher Phoenix components, unless agreed upon otherwise between SEC and BEU/BUS/APAC for specific Customer. Unavailability of remote access during a Critical Incident occurrence will be deemed as Other Downtime for this service. If, during a critical incident, this remote access is not provided to SEC Support, SEC will use any means to deliver the service as an objective but without any related guarantees.

ORDERING THE SERVICE

Dispatcher Phoenix Gold SLA can be ordered in the same way as any other Dispatcher Phoenix product. SEC will confirm eligibility and will honor SLA commitments once all requirements have been met.

The Gold SLA can only be purchased for the entire deployment for which the software license(s) has been purchased. At least one year of maintenance must be ordered with the purchase of SEC's software.

The SLA price and related part numbers are always calculated based on cumulative software licenses and by the number of software licenses needed for each active input/capture source (e.g., connected devices, folders, email servers, LPR print queues, etc.) in the entire deployment.

For specific pricing, which depends on the number of licenses purchased, optional vertical-market packages and/or optional add-in modules purchased, the length of maintenance duration, etc., please refer to a valid price list.

III.   SERVICE AVAILABILITY / BUSINESS HOURS

Service times for incidents are based on Konica Minolta SEC's business days and business hours. Measurement of response time fulfilment will only take place during the defined business days and hours.

The table below describes the service times.

Day	Business hours (US ET)*	Corresponding CET times	Overlapping time w BEU L2	Overlapping time w/o BEU L2	Necessary business hours w/o BEU L2
Monday	08:30 AM – 5:00 PM	14:30 – 23:00	8,5h	0 - 4h	11:00PM – 11:00AM
Tuesday	08:30 AM – 5:00 PM	14:30 – 23:00	8,5h	0 - 4h	11:00PM – 11:00AM
Wednesday	08:30 AM – 5:00 PM	14:30 – 23:00	8,5h	0 - 4h	11:00PM – 11:00AM
Thursday	08:30 AM – 5:00 PM	14:30 – 23:00	8,5h	0 - 4h	11:00PM – 11:00AM
Friday	08:30 AM – 5:00 PM	14:30 – 23:00	8,5h	0 - 4h	11:00PM – 11:00AM
Saturday	NA	NA	NA	NA	NA
Sunday	NA	NA	NA	NA	NA

* Exceptions: Service is not available during Konica Minolta US company holidays. SEC will send Company the approved US Holiday schedule at the beginning of each calendar year.

Note: Any remote access required will be scheduled between 8:30 AM–11:00 AM ET.

IV.   RESPONSE AND SOLUTION TIMES

SEC provides reaction as soon as possible within the guaranteed boundaries for reported incidents that are within SEC's reasonable control (excluding any 3rd party integrated software libraries or code, such as OCR libraries, GLib library, etc.). Please note the following:

- All targets herein defined are measured from the time the incident is received by SEC and acknowledgement is sent (immediately upon receipt). If Company has not received acknowledgement from SEC by next Business Day, then Company should contact SEC to ensure that the issue was received.

- While SEC is waiting for a response to a question or task, the clock for the Solution for Incidents will be paused. If SEC has not received an acknowledgement from Company by next Business Day, then SEC should contact the Company to ensure that the question was received. While waiting for information needed from the Customer, if no response is received from the Customer or Company after 5 business days, the classification of the incident will be re-classified to one lower level to meet the requirements.

- SEC is not liable to meet the Solution time targets when availability of remote access to the Product components is not enabled. Should remote access not be provided to SEC Support, SEC shall use any means to deliver service as an objective without related guarantees. Unavailability of remote access to the Software components during Incident Occurrence shall not be counted towards the total Response or Solution time.

- Any delay caused by reasons on the part of BEU/BUS/APAC and/or Customer (e.g., technical failure of the customer's equipment and/or software, etc.) will **not** be counted towards the total Response or Solution time.

- Received incidents must include the following:
    - Gold level SLA designation
    - Customer Feedback from the affected system
    - Registration ID
    - Requested severity level

- Requested severity levels must be in accordance with the descriptions listed in the "Incident Classification" section found on page 5. Upon evaluation, SEC reserves the right to assign a final severity level for the issue, providing notice to BEU/BUS/APAC.

⚠ Severity	⊘ Response for Incidents	💡 Solution for Incidents	🌐 Solution for Defects
A (Critical)	4 Business Hours	1 Business Day	30 Business Days
B (Major)	9 Business Hours	3 Business Days	60 Business Days
C (Minor)	9 Business Hours	15 Business Days	N/A
D (Maintenance) X (Information Request)	10 Business Days	N/A	N/A

V.   SUPPORT FOR FUTURE DEVICE MODELS

This service guarantees support for future and new versions of Konica Minolta MFP devices to be installed by the Customer within the valid contract of this SLA, under the following conditions:

- The new device has been publicly released.
- The new device is officially supported by the Product.

This service helps to ensure that SEC will begin with the analysis and preparation of certification of the new device model within 20 Business Days from the time when the request has been received from the Company.

Software updates to support the new devices (if applicable) shall be provided or made available within 30 Business Days since the beginning of the certification.

Certification of the new device covers:

- Investigation of the use of the User Interface on the MFP.
- Update of User Interface on the PC.
- Update of deployment package.

This guaranteed support for future versions of Konica Minolta MFP devices is subject to the technical and technological limitations and capabilities of such Konica Minolta MFP device(s) used in the existing customer environment.

This service is NOT guaranteed when the device cannot be physically accessible to a Konica Minolta technician.

VI.   SUPPORT FOR FUTURE OPERATING SYSTEMS

Subscription to this service guarantees support of new Operating Systems versions within 180 Business Days of lodging such request via BEU/BUS/APAC's ITSM Tool, under the following business conditions:

- The new Operating System version has been publicly released as an official replacement of the previous version.
- The previous version of the Operating System has been officially supported by the Product.
- The customer has successfully implemented the Product on the previous version of the Operating System.

Support of any new version of an Operating System is limited to the technical and technological capabilities of that Operating System.

VII.   INCIDENT CLASSIFICATION

⚠ Severity	📖 Definition
A (Critical)	A reproducible anomaly that has made a major application function (e.g., complete node, etc.) unusable or unavailable and no workaround exists (e.g., a crash or lockup condition that forces user to restart application; any operation that causes document or file loss, etc.).
B (Major)	A reproducible anomaly that has made a major application function (e.g., complete node, etc.) unusable or unavailable but a workaround exists.
C (Minor)	An individual feature, portion, or output of a major application function that does not work according to documentation; anomalies that are intermittently reproducible.
D (Maintenance)	An anomaly that is not significant to or does not impact the operation of the application (typographical or grammatical errors, cosmetic deficiencies, errors in the documentation, etc.); anomalies with multiple workarounds that do not hinder system operations; anomalies encountered only under extreme circumstances.
X (Information Request)	A request for information only about product features/functionality.

VIII. TERMS AND DEFINITIONS

Term	Definition
Company	The Konica Minolta group with which the Customer placed an order to deliver Products and that accepted such an order.
Customer	The end-user of the software (or of the Products or Services).
Response for Incidents	An initial response to a received incident is provided and begins the start of the Incident Management Process. The response may consist of next steps that should happen to solve such incident, or a request for additional information required for diagnosis, or other responses as an acknowledgement to the received incident.
Solution for Incidents	Recommend steps to address the received incident, including the execution of software reinstallation, installation of a temporary software fix (hotfix), or any other available workaround that aims to restore the functionality of the Product.
Solution for Defects	A workflow, documentation, instructions, software fix (hotfix), maintenance release, or new version of the Product is provided.
Product	Dispatcher Phoenix.
SEC Support	SEC Customer Support Personnel who are trained to implement and administer Dispatcher Phoenix, trouble-shoot Dispatcher Phoenix incidents and problems, and identify Dispatcher Phoenix product defects and error codes.
SLA	Service Level Agreement. A formal definition of a service with particular aspects of scope, quality, and responsibilities, agreed upon between the service provider and the service user.