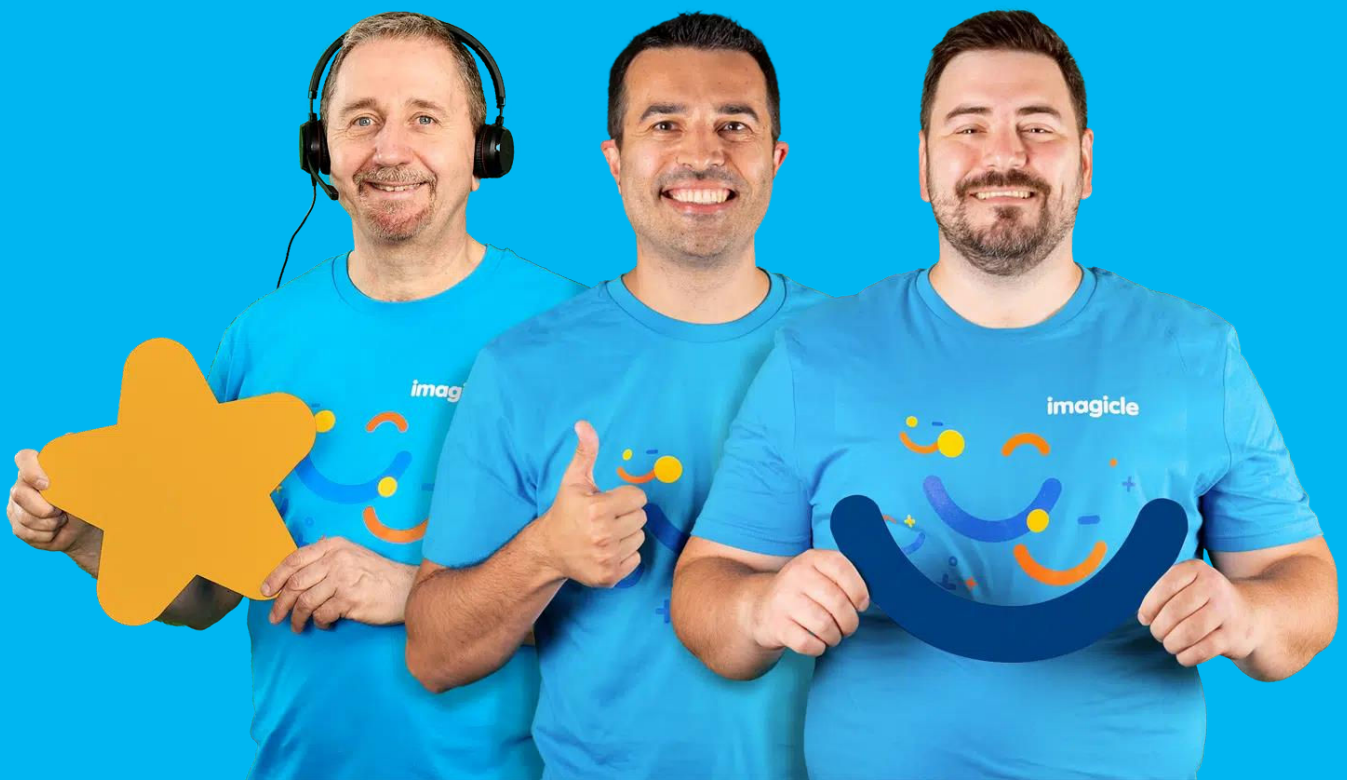


ImagicleCare

Reference guide for software support
and maintenance plans

Rel. 5.0 - valid as of Oct. 1, 2024



Contents

1	Introduction	3
2	A plan for every customer.....	4
3	ImagicleCare Plans comparison chart.....	5
4	Service Level Agreement.....	6
4.1	<i>Request evaluation and case opening.....</i>	7
4.2	<i>Level of support.....</i>	7
4.3	<i>SLA and escalation matrix.....</i>	8
5	Ways of requesting support.....	9
5.1	<i>Ticket - Support request: definition.....</i>	9
5.2	<i>Opening a ticket.....</i>	9
5.3	<i>Language of handling a ticket.....</i>	9
6	Period, times and channels of support.....	10
6.1	<i>Service Operating Time and Period.....</i>	10
6.2	<i>Support channels.....</i>	11
7	Software installation and management.....	12
7.1	<i>Software maintenance and updates.....</i>	12
7.2	<i>Software security updates.....</i>	12
7.3	<i>Additional modules, Client licenses, redundancy licenses, and customizations</i>	13
8	Differences between Imagicle licenses.....	14
8.1	<i>On-Prem Perpetual Licenses.....</i>	14
8.1.1	<i>Service Period.....</i>	14
8.1.2	<i>Renewals</i>	14
8.1.3	<i>Duration of service</i>	14
8.2	<i>On-Prem Subscription Licenses</i>	15
8.2.1	<i>Service Period.....</i>	15
8.2.2	<i>Renewals</i>	15
8.2.3	<i>Duration of service.....</i>	15
8.3	<i>Products in End of Support.....</i>	15
9	Cloud Licenses.....	16
9.1	<i>Period of service</i>	16
9.2	<i>Renewals</i>	17
10	Proactive Support.....	18
10.1	<i>How it works.....</i>	18
10.2	<i>Requirements</i>	18
10.3	<i>What the customer should expect.</i>	18
10.4	<i>What is monitored and managed through the service.</i>	19
11	Support expert.....	20
12	Hardware warranty and assistance	21
13	Warranty and support on third-party software products	22
14	Customer Liability.....	23
15	Further conditions	24

1 Introduction

By choosing an Imagicle product, you have made an important investment in your business. The optimization of that investment, however, depends on how your application is managed and how well it stays running to guarantee its services to you at the appropriate time.

For you, Imagicle has developed **ImagicleCare**, a comprehensive technical support program for software maintenance, attentive to your requests and able to assist you in any situation, leaving you free to devote yourself to your work with peace of mind.

In this guide, you will find all the information you need to make the best use of ImagicleCare according to your needs and depending on the license you chose when you purchased it. For any additional questions or information, you can contact the support service according to the methods, channels and times described in the relevant sections.

2 A plan for every customer

ImagicleCare provides you with 3 plans to cover every need. All 3 plans are available for every type of license for Imagicle products and services, with differences specified in the relevant paragraphs.

ImagicleCare Basic provides you with a team of specialists capable of responding to you in 7 languages (Italian, English, German, French, Spanish, Portuguese and Arabic) with best-effort priority, but if you wish to have support service with predetermined and faster response times, you have the option of subscribing to the **ImagicleCare Gold** program. If, on the other hand, you need 24/7/365 support service, you can subscribe to our **ImagicleCare Platinum** program, created to meet the most advanced requests. See the table below for more detail on the level of service included in each plan.

Basic	THE MOST PURCHASED Gold	Platinum 24/7
<p>SW maintenance 3 seasonal releases with major-minor upgrades and bug fixing</p>	<p>SW maintenance 3 seasonal releases with major-minor upgrades and bug fixing</p>	<p>SW maintenance 3 seasonal releases with major-minor upgrades and bug fixing</p>
<p>SW security updates Guaranteed maintenance through security patches that fix vulnerabilities and prevent potential problems</p>	<p>SW security updates Guaranteed maintenance through security patches that fix vulnerabilities and prevent potential problems</p>	<p>SW security updates Guaranteed maintenance through security patches that fix vulnerabilities and prevent potential problems</p>
<p>Technical Support</p> <ul style="list-style-type: none"> • Office hours • Best effort SLA 	<p>Technical Support</p> <ul style="list-style-type: none"> • Extended hours/days • 60' SLA • Remote support • Proactive support 	<p>Technical Support</p> <ul style="list-style-type: none"> • 24/7 • 60' SLA • Remote support • Proactive support • Support expert*
<p>Infrastructure (FOR CLOUD LICENSES ONLY)</p> <ul style="list-style-type: none"> • 100% managed by Imagicle • 99.5% SLA uptime • Always using the latest version of our UCX Platform. 	<p>Infrastructure (FOR CLOUD LICENSES ONLY)</p> <ul style="list-style-type: none"> • 100% managed by Imagicle • 99.5% SLA uptime • Always using the latest version of our UCX Platform. 	<p>Infrastructure (FOR CLOUD LICENSES ONLY)</p> <ul style="list-style-type: none"> • 100% managed by Imagicle • 99.5% SLA uptime • Always using the latest version of our UCX Platform.

*Customer-specific dedicated specialist.

3 ImagicleCare Plans comparison chart.

PROGRAM DETAILS	BASIC	GOLD	PLATINUM
SW MAINTENANCE/IMPROVEMENTS			
Bug fixes - 3 seasonal releases	●	●	●
New features - 3 seasonal releases	●	●	●
SW SECURITY UPDATES			
OWASP-10	●	●	●
Vulnerability fixes	●	●	●
TECHNICAL SUPPORT			
Support channels			
Web Help Center	●	●	●
Web-based support via Imagicle Support Portal	●	●	●
Email support (without guaranteed SLAs)	●	●	●
Phone support	●	●	●
Chat support	●	●	●
Operational mode			
Unlimited tickets via web or email	●	●	●
Remote Support	● ¹	●	●
On-Site Support	Optional ²	Optional ²	Optional ²
Level of service			
Priority	-	●	●
Predefined response time	-	●	●
Level of support			
1st level - End users	-	Optional ³	Optional ³
2nd level - System administrator (Customer/reseller)	●	●	●
Hours and periods of service			
Hours of access	Office Hours	Office Hours	24X7X365
Continuous business hours	●	●	●
Standard period - Working days	●	●	●
Extended period - Saturday	-	●	●
Outside working hours – On-Call duty service	-	-	●
Bank holidays	-	●	●
Special Services			
Proactive support	-	●	●
Support Expert	-	-	●

¹Remote control support is not available for Basic contracts, so the Customer cannot request a remote session for troubleshooting; however, it is the supporter's option to request a remote session from the Customer if the problem analysis requires it.

²On-site support is available only in specific areas and is evaluated on a project-based basis, in consultation with the Customer and based on size and specific needs. In any case, it always provides an on top fee to the chosen care service.

³Direct user support services, such as customer service operators, are offered on a project-based evaluation basis, in consultation with the Customer, based on the specific size and needs. In any case, it always provides an on top fee to the chosen care service.

4 Service Level Agreement

The services included in ImagicleCare Gold and Platinum have priority definitions for intervention based on criteria of severity of the problems encountered, and the response time depends on the priority of the request and the workload of the Support department.

The Imagicle Care Gold and Platinum plans have response and maximum reaction time that are better than the Imagicle Care Basic plan, providing maximum support under any condition.

Priorities and maximum response times	BASIC Max reaction time*	GOLD Max reaction time*	PLATINUM Max reaction time*
P1 CRITICAL SEVERE IMPACT Application/system is compromised. Significant loss of service.	Next business day	< 60 minutes	< 60 minutes
P2 HIGH SIGNIFICANT IMPACT Application/system runs discontinuously. Reduction of Services.	2 business days	< 2 business hours	< 2 business hours
P3 MEDIUM MINOR IMPACT Application/system runs with a moderate loss of services. Expedients allow work continuation without damage	Best effort	< 4 business hours	< 4 business hours
P4 LOW MINIMAL/NONE IMPACT Application/system run without or very little service impediment.	Best effort	< 8 business hours	< 8 business hours

***Max reaction time:**

Since the resolution of a Customer problem may not be related to the Imagicle product in use, but to other components of the Customer's environment (hardware, operating systems, third-party software, IP PBX, networking, etc.) the service level may relate only to taking care of the problem but cannot guarantee the resolution of the problem, for which other components and related Customer management departments may be needed.

Business hours are defined as the working hours of the relevant Team according to the Customer's Theater. Outside these business hours and only for critical P1 tickets, Customers with Imagicle Platinum contracts have the option to contact our Technical Support by phone.

Imagicle has the authority to reduce the priority level if the Customer is unable to provide the appropriate resources or responses that would allow the problem to proceed to resolution. Imagicle may require Customer cooperation in determining the problem and performing resolution activities. Problem determination and resolution activities may include performing network analysis, logging error messages, collecting configuration information, changing product configurations, installing new software versions or components, or modifying processes.

The Customer is responsible for implementing the necessary procedures to safeguard the integrity and security of the software and data from unauthorized access, as well as to restore damaged or lost files due to irreversible errors.

4.1 Request evaluation and case opening

Imagicle will evaluate support requests to set their priority and assign a ticket number to each support case for tracking until the issue is resolved.

4.2 Level of support

Imagicle provides complex solutions that interoperate with various customer systems, such as the communication platform, authentication systems like Active Directory, e-mail servers, but also with service provider communication networks. Analysis and resolution of many support requests therefore require specific system expertise and sometimes the ability to intervene on configurations of even the communication systems, IP-PBX, which only Imagicle partners/resellers and experienced system administrators from customers' IT/TLC departments are able to do.

For this Imagicle distinguishes two levels of support:

Level of support	BASIC	GOLD	PLATINUM
1 st level - End users	-	Optional ⁽¹⁾	Optional ⁽¹⁾
2 nd level - System administrator (customer/reseller)	●	●	●

1st level support to end users:

This is the support provided to end users for requests related to common issues regarding performance, malfunctions, and product usage that have not yet been analyzed by experts in the field. This type of request is not included in ImagicleCare support plans, which always include an initial analysis by the Imagicle partner/reseller or the customer's Imagicle system administrator.

⁽¹⁾ Imagicle can offer this direct support on a project basis, to customers having purchased an ImagicleCare Gold or Support plans, e.g. to Customer Service operators.

The 1st level of end-user support is not available out of business time through on-call duty service..

2nd level support to system administrators

This is specialist support for requests already having undergone troubleshooting by the Imagicle partner/reseller or the customer's system administrator, who have already made efforts to resolve them.

If technicians cannot solve the problem or detect a fault in the product, the R&D department can also be involved.

Imagicle offers this level of support to partners/resellers and end user Imagicle system administrators, who must be able to perform troubleshooting and any configuration changes to the Imagicle Suite and UC system.

Partner/reseller intervention may still be necessary in some cases.

4.3 SLA and escalation matrix

PRIORITY LEVEL/IMPACT	SLA - MAX REACTION TIME*	ESCALATION TIME (BUSINESS HOURS)				
		2	4	8	16	40
P1 CRITICAL SEVERE IMPACT Application/system is compromised. Significant loss of service.	1	Support Regional Manager	Support Manager	Support Manager	Co-CEO and CTO	Co-CEO and CTO
P2 HIGH SIGNIFICANT IMPACT Application/system runs discontinuously. Reduction of Services.	2	Support team	Support Regional Manager	Support Manager	Support Manager	Co-CEO and CTO
P3 MEDIUM MINOR IMPACT Application/system runs with a moderate loss of services. Expedients allow work continuation without damage.	4	Support team	Support team	Support team	Support Regional Manager	Support Manager
P4 LOW MINIMAL/NO IMPACT Application/system run without or very little service impediment.	8	Support team	Support team	Support team	Support team	Support Regional Manager

* The time between the opening of the case and Imagicle's involvement, not considering time spent waiting for the completion of activities required of the Customer or third parties, calculated in business hours.

5 Ways of requesting support

The Support Team is ready to assist you according to your plan and you can contact them via **phone**, **email (a channel for which there is no SLA)** or **web** on the dedicated **Support Portal**. The latter is the choice we recommend as it offers the fastest, most intuitive and modern experience.

5.1 Ticket - Support request: definition

Service level agreement	BASIC	GOLD	PLATINUM
Unlimited tickets	●	●	●
Ticket opened via web (Support Portal)	●	●	●

A support request, also called a 'ticket', is a support request for a single issue and is defined by a reasonable intervention to solve the reported issue.

An individual issue is one that cannot be divided into secondary issues. Otherwise, each secondary issue will be considered as a new support request.

The Basic, Gold, and Platinum plans allow an unlimited number of tickets.

5.2 Opening a ticket

The best way to open a ticket is from the [Support Portal](#), specifically designed to ensure direct routing to the support team, maximizing efficiency. Through the portal, you can also check the ticket's status and priority, and easily exchange quick communications or emails with the support team.

Use of the Support Portal requires prior registration in the [Partner Area/Customer Area](#) of the Imagicle website, within which you will also find documentation and resources useful for making the most of our solutions. If you cannot use the web portal, you will be able to open a support request by phone or email.

5.3 Language of handling a ticket

Our Support Team is continuously expanding the range of languages spoken by our engineers. While not every engineer speaks all seven languages, we support Italian, English, French, German, Spanish, Portuguese and Arabic globally. Depending on the ticket management area, the team ensures primary languages, spoken by all members, and optional languages, spoken by select members.

The team does not guarantee support in the optional spoken languages 100% of the time, but it does guarantee a case-by-case assessment of special situations where an optional language might be necessary for the proper resolution of the support case. In any case, you always have the option of contacting us and making a request for management in an optional language—we will be happy to make every effort to assign you a support engineer who speaks the language you need among the seven supported globally. However, in this case we will not be able to guarantee SLAs as contracted.

The following are the details at the present time:

Theater	Main spoken languages	Optional spoken languages
EU & ROW	English, Italian	French, Spanish, German, Portuguese
ME	Arabic, English	-
US	English	Spanish

6 Period, times and channels of support

6.1 Service Operating Time and Period

Support service is available to all customers on business days during business hours:

Theater	Phone number	Days	Schedules
Americas	+1 305 5013030	Monday – Friday	7:00 A.M. - 5:00 P.M. EAST/EDT.
Europe	+39 0584943232	Monday – Friday	09:00 - 18:00 CET/CEST
ME (sun-thu)	+971 43605197	Sunday – Thursday	09:00 - 18:00 GST
ME (mon-fri)	+971 43605197	Monday – Friday	09:00 - 18:00 GST
Rest of the world	Choose one of the numbers above based on your timezone	Rely on the days above according to your timezone	Rely on the schedules above based on your timezone

Gold plans include **Saturday and holidays** according to the following schedules:

- Americas: 8 a.m. - 12 p.m. EST/EDT
- Europe: 09:00 - 18:00 CET/CEST
- ME: 12:00 - 18:00 GST

For customers who have subscribed to an ImagicleCare Platinum plan, on the other hand, the service is extended to 24x7x365:

Service level agreement	BASIC	GOLD	PLATINUM
Hours of Access	Business Hours	Business Hours	24x7x365
Continuous business hours	●	●	●
Standard period - Working days	●	●	●
Extended period - Saturday	-	●	●
Bank Holidays	-	●	●
Outside working hours – On-Call duty service	-	-	●

*On-Call duty service out of business time

The ImagicleCare Platinum plan guarantees on-call duty service outside working hours.

On-call service is provided by Imagicle's on-call team and can be accessed from the phone with a dedicated PIN provided when the plan is purchased.

This service is intended to help you solve P1 critical priority problems that cannot wait for the next day and, if necessary, upon agreement with our Technical Support, can provide you with support availability in case of problems that may arise during an after-hours maintenance. During on-call service, escalation to R&D will not be available.

The service is provided in English only and is currently not available for customers in the Asia-Pacific time zone.

6.2 Support channels

ImagicleCare services provide a support channel for every need.

First, there is the **Imagicle Help Center** - support.imagicle.com - a 24X7X365 self-service portal that offers numerous online resources, including guides, video guides, administration manuals, and an extensive knowledge base, which enable people to find answers to common questions.

Through the Help Center, can also access **the Support Portal** for efficient request submissions. If this isn't possible, our operators are available to assist you by **phone** (refer to the table at [Par. 6.1](#) for relevant phone numbers).

Support is then operated through **email** and, for customers who have signed up for ImagicleCare Gold or Platinum, through **remote support tools**, with which Imagicle specialists can intervene directly on the servers where the applications are installed. Refer to [Sec. 3 \(ImagicleCare Plan Comparison Table\)](#) to see the channels included in the plan you choose.

7 Software installation and management

ImagicleCare support services are aimed at supporting the daily use of our solutions. For guidance in the process of product installation and configuration, training, making solution customizations, and all other needs, we will be happy to assist you with our [Professional Services](#). Alternatively, if you want to take your mind off hardware and software maintenance of Imagicle systems, you can migrate to Imagicle Cloud Services.

Contact your sales representative to learn about the different solutions available.

7.1 Software maintenance and updates

Imagicle has chosen to offer its customers the best solutions through an innovative policy of constant software upgrades from a service perspective.

All releases, which include both fixes and new features and products, are concentrated in 3 seasonal releases: in spring, summer, and winter of each year. With the fixed seasonal cadence, it is easier to plan for updates to your systems, but also to know when and what new features will arrive.

In addition to this, constant work alongside manufacturers and partners ensures the interoperability of Imagicle solutions with new communications platforms. So when the time comes to upgrade your current UC - IPPBX system, you can do so with the peace of mind of knowing that you will always be able to use your favorite Imagicle applications.

In summary, customers who have an active ImagicleCare plan are entitled to access:

- **New Features:** at 3 set times during the year (in winter, summer, and spring), new releases will be released of which you will be notified in time so that you can manage your upgrades and know what is new in advance. New releases are normally backward compatible, but in some cases full backward compatibility may not be possible;
- **Bug fixing:** in addition to the 3 seasonal releases released, Imagicle releases intermediate release builds for timely bugs and security fixes as needed.(you can refer to [Imagicle's release notes](#) to learn more).

Software maintenance and upgrades	BASIC	GOLD	PLATINUM
Seasonal releases - new features	●	●	●
Intermediate and seasonal releases - bug fixing	●	●	●

7.2 Software security updates

Your support plan includes security updates. If Imagicle identifies a vulnerability in the UCX Platform listed in the OWASP Top 10 on [the official website](#), an update will be scheduled and released.

The same can happen in case of generic vulnerabilities other than OWASP 10.

All fixes apply to the latest version of the Imagicle UCX Platform. To benefit from these fixes, make sure you have upgraded to the most recent version, which is available at no extra cost as part of your support plan.

7.3 Additional modules, Client licenses, redundancy licenses, and customizations

The coverage period of additional modules, product customizations, client licenses, and redundancy licenses is co-terminated with the base product they're associated with.

For instance, the "Digital Fax Business Continuity & Load Balancing Module" will have the same deadline of the Imagicle Digital Fax license it is associated with.

8 Differences between Imagicle licenses

The specific Support plan you receive depends on the licenses you purchase and how you use Imagicle products or services. The information provided earlier applies to all licensing modes, with details on service periods, renewals, duration, and more outlined in the following sections.

8.1 On-Prem Perpetual Licenses

As of June 1, 2023, it is no longer possible to purchase Imagicle products and services with perpetual licenses. Therefore, the following paragraph is intended to apply only to those who have already purchased perpetual licenses and have not migrated to subscription.

8.1.1 Service Period

For all new Imagicle customers, Imagicle solutions purchased via perpetual license include Basic services for 1 year. For existing customers purchasing new perpetual solutions, the maintenance offered will align with the customer's existing contract for other solutions.

You can have even more advanced service by subscribing to an ImagicleCare Gold or Platinum service.

ImagicleCare plans have a minimum subscription period of one year. Simultaneous purchase of multiple years of ImagicleCare Gold and Platinum allows for significant discounts (more information within the Ordering Guide).

8.1.2 Renewals

It is necessary to renew the contract before the contract expires in order to continue using the support service.

If the ImagicleCare support contract is active or expired for less than 30 days, the coverage period will extend from the previous contract's end date. Contracts expired for over 30 days will have coverage starting from the renewal order date, with an Upgrade Fee applied.

If you choose not to renew, you can still use the Imagicle UCX Platform, but you won't receive software upgrades or technical support after your contract expires.

8.1.3 Duration of service

The duration of support plans is specified in the sales order. If not specified, the plan will be activated automatically when the product is registered on the Imagicle website.

Please check our legal terms [here](#).

8.2 On-Prem Subscription Licenses

8.2.1 Service Period

All Imagicle solutions purchased as a software subscription include the ImagicleCare service, based on your chosen plan—Basic, Gold, or Platinum. The support service lasts as long as the subscription.

The minimum subscription term is 2 years, but you can opt for a longer contract to lock in a stable price and protect against price increases. Refer to the Ordering Guide for more details.

8.2.2 Renewals

You must renew your Subscription contract before it expires in order to continue using not only the support service, but also your application(s). Upon renewal, the service period will be extended from the previous contract's end date.

The renewal arrangements are as follows:

- If you selected the Autorenew option, your contract will automatically renew under the original purchase conditions.
- If Autorenew is not activated, renewal will follow the current list prices.

If you choose not to renew your Subscription contract, you will lose access to both your application and its support service.

8.2.3 Duration of service

The duration of support plans is specified in the sales order.

The plan automatically begins on the date specified as the "initial date" in the subscription contract obtainable in the Sales Order itself.

Please check our legal terms [here](#).

8.3 Products in End of Support

For perpetual licenses and On-Prem subscriptions, the contract duration may be shorter than agreed upon if the products enter the End Of Life period. During that period, which is usually 3 years in duration but shorter in some cases, Imagicle will no longer sell the products in question but will still provide support for them according to the plan purchased by the customer. Once the End Of Life period is over, the products enter the End Of Support period, where they are neither purchasable nor can support be requested for them.

You can check www.imagicle.com/go/EOL for 'End of Support' dates for products.

9 Cloud Licenses

By choosing Imagicle UCX Cloud Platform, your favorite apps are immediately available from the Imagicle Cloud, giving you the ability to pay only for the services you need through a single subscription that includes your selected features, support services, scalable resources, unlimited data retention, and improved security—all enhancing flexibility and cost savings.

The solution connects securely to your network via the Internet (OTT), VPN, SD Wan or Equinix ECX, and you can leverage your current PSTN lines to go into production immediately. You can, in addition, easily expand your enterprise resources to meet the needs of your growing business and support business expansion without making costly changes to your IT systems.

To give you an idea of the added benefits of a Cloud subscription versus OnPrem/Hosted use, take a look at the table below.

UCX Cloud Platform	Cloud	On-Prem/Hosted
Hosted and managed by Imagicle	✓	✗
Always updated to the latest version	✓	✗
Daily backups to maximize reliability	✓	✗
Prepared for access from mobile devices (OTT)	✓	✗
Elastic and Secure Storage (Fax and Recording)	✓	✗
Continuous scanning for security vulnerabilities	✓	Optional
Integration with third-party cloud apps (Gmail, Dropbox, M365)	✓	Optional
Proactive monitoring and alarm generation	✓	Optional
High availability in multiple availability zones	✓	Optional

By choosing the Cloud, you will no longer have to worry about hardware management, software maintenance or upgrades: all of this will be automatically monitored and proactively updated by our systems, giving you the ability to work stress-free. Your Imagicle UCX Platform will always be updated to the latest version, without the need for intervention on your part.

Just as with OnPrem perpetual licenses and software subscriptions, you have three support plans from which to choose, keeping in mind that to take full advantage of the proactivity and ease of use provided by a Cloud service, the recommended choice is the Gold or Platinum plan.

9.1 Period of service

All Imagicle solutions purchased via Cloud license include the ImagicleCare service, based on your chosen plan—Basic, Gold, or Platinum. The support service lasts as long as the subscription.

The minimum subscription term is 2 years, but you can opt for a longer contract to lock in a stable price and protect against price increases. Refer to the Ordering Guide for more details.

9.2 Renewals

You must renew your contract before it expires in order to continue using not only the support service, but also your application(s). Upon renewal, the service period will be extended from the previous contract's end date.

The renewal arrangements are as follows:

- If you selected the Autorenew option, your contract will automatically renew with a 5% increase for 12 months over the original subscription price
- If Autorenew is not activated, renewal will follow the current list prices.

If you choose not to renew your Subscription contract, you will lose access to both your application and its support service.

10 Proactive Support

Proactive Support is an optional service included for On-Prem perpetual or subscription licenses under the ImagicleCare Gold and Platinum plans, as well as for all Cloud licenses. This service is not included for On-Prem licenses in the ImagicleCare Basic plan.

This service ensures constant monitoring of the status of your UCX Platform through a secure connection to the Imagicle Cloud. Through this service, you will be alerted when inefficiencies, degradation of application performance or errors occur.

This early warning of critical problems gives our support team the opportunity to collaborate with you and act quickly on the resolution of the problem, thus reducing the risk of escalation.



10.1 How it works

1. The Imagicle UCX Platform tracks and collects relevant metrics from the system, CPU and RAM by the process, disk and database, Web server, events from the VM, and specific application-related events from Imagicle processes.
2. The data is sent to the Imagicle Cloud through the Cloud Licensing connection.
3. Data are analyzed using a monitoring tool able to trigger alarms when specific thresholds and events are reached.

10.2 Requirements

Proactive Support is available to all customers with:

1. Imagicle UCX Platform Winter '20 version or later;
2. **Imagicle UCX Platform connected to the Imagicle Cloud;**
3. Imagicle UCX Platform enabled to send data via its secure channel with Imagicle Cloud through the Licensing Portal
4. For customers with ImagicleCare **Platinum**, the 24x7 telephone alert service requires activation through the Licensing Portal by providing details of at least one telephone contact available around the clock.

10.3 What the customer should expect.

In case of problems detected through Proactive Support, a ticket will be automatically opened to our Technical Support, which will take it up following the service level agreement of the associated ImagicleCare plan, thus:

- For ImagicleCare Gold contracts, tickets are addressed during business hours according to their priority.
- For ImagicleCare Platinum contracts, an alarm is triggered within the Imagicle control & management platform for critical issues, prompting the response of a 24x7 on-call technician.

10.4 What is monitored and managed through the service.

For more information on this topic, please see the continuously updated annex available at [this link](#).

11 Support expert

In addition, ImagicleCare Platinum plan includes a named Imagicle Technical Support engineer who will supervise and support the customer:

- Planning quarterly calls to make sure you get the most out of your Imagicle UCX Platform
- Planning upgrades, migrations and software configuration reviews and recommendations
- Monitoring all logged incidents to facilitate timely, high-quality handling and resolution
- Performing support-case analysis for critical issues to help prevent recurring problems

12 Hardware warranty and assistance

Manufacturers' warranties apply to all hardware products sold by Imagicle. In case of defects, our technical support service will put the customer in contact with the supplier for replacement under warranty or to determine repair costs if the warranty has expired.

13 Warranty and support on third-party software products

For third-party products refer to the relevant terms of contract and support.
As a non-exhaustive example, for products such as **Jaws** and **NVDA** it is indicated to contact their manufacturer directly.

14 Customer Liability

- The Customer guarantees that Imagicle systems are used and maintained according to the documentation provided with the Product.
- Imagicle is not liable for supporting third-party products not provided by Imagicle.
- Should an issue be identified as being related to third-party products, the Imagicle Support Team may and shall continue troubleshooting once the specific third-party issue has been resolved. The Customer is liable for third-party support agreements.
- The Customer undertakes to update the software to the most recent release version.
- The Customer shall complete support request forms and include the required information when submitting a new ticket request.
- The Customer shall provide connectivity to the product in order to provide Imagicle with a data connection for remote support and maintenance. The Customer and Imagicle shall agree on the necessary security measures to prevent unauthorized access. However, the Customer alone will be liable in matters of network security.
- Imagicle shall not connect to the Customer's Network without previous authorization, and connections shall be made only for technical support purposes.
- The Customer shall endeavour, as requested by Imagicle, to cooperate in issue investigation and provide electronic access to the product. Should the Customer fail to provide or delay connectivity, Imagicle cannot be held liable for reduction of service for the period equal to the period of omission or delay.
- The Customer shall pay the agreed fee within the agreed term.
- Imagicle may not and will not provide support until agreed fees have been paid.

15 Further conditions

Imagicle will have no obligation to provide technical support:

- In the event that the End Customer alters, damages, or modifies the product or any part of it, particularly if the Customer uses any software or hardware that is not certified to be fully compatible with Imagicle products without the express permission of Imagicle technical support
- For any product that has reached End Of Support (EOS) status and is therefore no longer supported. You can check here www.imagicle.com/go/EOL the 'End of Support' dates of the products
- For any product that is not covered by a regular service contract
- For any problems caused by: accident, transportation, negligence, or misuse; alteration; modification of the product; failure to provide a proper installation environment; use of supplies or materials that do not meet specifications; use of the product for a use other than the specific purposes for which the product was designed; for any problems caused by negligence, abuse, or distraction by part of the Customer
- For use of the product on all systems other than those specified for the product. Imagicle shall have no liability for any modifications by the Customer that may be necessary to use the product

