



# Service Level Conditions Support

Version 2024



# Service Level Conditions

## Support

1. **User of these conditions:** Boltrics Professionals B.V. ("Boltrics") is legally established at (6716 BP) Ede, Galileilaan 23B, registered in the trade register under number 8156615 and holder of VAT number NL818818074B01. These conditions are posted on the Boltrics website ([www.boltrics.com](http://www.boltrics.com)).
2. **Counterparty:** Direct end customers of Boltrics. If you have an agreement with a Boltrics Partner (regarding the implementation or provision of 3PL Dynamics), the Partner provides the support services for 3PL Dynamics. The Partner's SLA applies to the support services of the Partner, not these conditions. Partners are required to provide 24/7 support with comparable service levels and response times. Boltrics provides support to Partners under conditions when necessary. If the agreement is concluded with a Partner, Boltrics will provide third-line support as described in the agreement between the Partner and the customer or the Boltrics customer agreement.
3. **These conditions:** These conditions are supplementary to the agreement concluded between Boltrics and you as a direct end customer of Boltrics regarding support services. The purpose of these conditions is to ensure the presence of the right elements and commitments to provide consistent IT service support and delivery concerning support requests for 3PL Dynamics.
4. **Continuous improvement:** Boltrics continuously works on improving support. The support methodology may change due to new techniques or procedures. Boltrics is also entitled to change these conditions from time to time. New procedures and/or conditions will be announced electronically or published on the Boltrics website.
5. **Applicable law:** Dutch law applies to these conditions. All times mentioned in this document are based on Central European Time (CET) and refer to the time zone applicable in the Netherlands. National holidays refer to holidays recognized in the Netherlands. Working days in this document are defined as Monday to Friday, from 8:30 AM to 5:00 PM, excluding recognized national holidays in the Netherlands.



# MGT for Support requests

1. **MGT Connector:** Create your support tickets directly from your environment via 'Boltrics-request overview' in 3PL Dynamics.
2. **Support tickets:** These are handled by Boltrics' support department and follow the rule: 'everything that worked yesterday and suddenly doesn't today'. Other questions, process changes, or setting up new modules fall under the category 'Change'.
3. **Ticket creation:** To create and view tickets via MGT, you must be a core user known to Boltrics and registered as a Named User in your environment. A shared mailbox cannot be used as contact information.
4. **Access issues:** If you cannot access your 3PL Dynamics due to an outage, you cannot report this via the Boltrics-request overview. In such cases, contact Support by phone.

The key user is authorized to request support, change, or other categories of services that can be requested via the Boltrics-request overview by creating a ticket on behalf of the customer. The key user is authorized to represent the customer in all matters related to the request made via the ticket, including but not limited to communication with Boltrics and making decisions. All actions, statements, and decisions made by the key user in the context of the submitted ticket, including the submission of the ticket itself, are deemed to have been made with the full authority of the customer. The customer accepts the consequences of all actions and decisions of the key user as if they were the actions and decisions of the customer themselves.

# 24/7 Support and Service Levels

1. Boltrics offers 24/7 support for 3PL Dynamics under the service levels and conditions outlined below.

## Reporting incidents to Boltrics support department

2. Our support department is happy to assist you with software that "worked yesterday but not today." If you encounter such an incident, you can report it to the Boltrics support department.

## MGT

3. A support request must always be submitted by creating a ticket via the 'Boltrics-request overview'. Support tickets can be submitted 24/7 via the request overview.

## Phone support

4. Additionally, Boltrics' support department can be reached by phone at +31(0)318 742 550, on working days between 8:30 AM and 5:00 PM (CET).

## Support forms

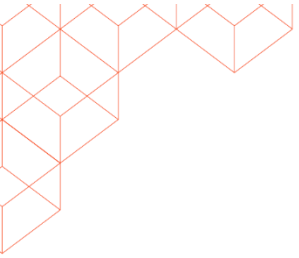
5. In most countries/regions, standard support for 3PL Dynamics is generally offered on working days in Dutch or English from 8:30 AM to 5:00 PM (CET) or the local time zone of the customer if Boltrics has outsourced its services to a local partner in the customer's country or region.
6. If you require more extensive support, Boltrics offers the possibility of separate support for escalations outside standard office hours, in addition to standard support.
7. You have (previously) agreed in writing with Boltrics on one of the following desired support offerings. Escalation Support (regarding escalation support outside office hours) is only provided after you have subscribed to it with Boltrics. You can always subscribe to Escalation Support later by submitting a written request.

## 1. **Standaard Support**

- ✓ Support for 3PL Dynamics.
- ✓ Ability to submit support requests 24/7 via the request overview.
- ✓ Phone support available on working days from Monday to Friday, 8:30 AM to 5:00 PM (CET).
- ✓ First response time within 1 to 2 working days.
- ✓ In the event of a business standstill, where primary processes cannot be carried out and the operation is completely halted, response within 1 working hour on working days. => We can only achieve this if you 1) first submit a request via the request overview and 2) then immediately contact us by phone. In that case, we can respond within 1 hour. Otherwise, this may not always be possible.

## 2. **Escalation Support**

- ✓ Support for 3PL Dynamics.
- ✓ Escalation support is only provided in situations where there is a business standstill. This means that primary processes cannot be carried out and the operation is completely halted.
- ✓ Ability to submit support requests 24/7 via the request overview.
- ✓ First response time within 1 hour on days between 6:00 AM and 10:00 PM (CET). => We can only achieve this if you 1) first submit a request via the request overview and 2) then immediately contact us by phone. In that case, we can respond within 1 hour. Otherwise, this may not always be possible. The time starts running from the phone call. So always create a request first, then call in case of a standstill.
- ✓ Phone support available from 6:00 AM to 10:00 PM (CET).
- ✓ Escalation support on Sundays and nationally recognized holidays is only available via the special escalation number (B).
- ✓ Within the customer organization, two persons are authorized to call the Boltrics escalation number in case of escalations.
- ✓ For incidents that do not lead to a business standstill, the internal staff of the customer serves as first-line



support. The customer ensures that these employees are sufficiently trained to provide this first-line support.

- Additional costs: For 16-hour escalation support, a monthly fee of €665 is charged. Billing for this service is added to the monthly invoice you receive for the use of the software.
- For each registered escalation, a start fee of €350 is charged. This also covers the costs of the first hour of service. If the activities exceed 1 hour, an hourly rate of €250 per hour applies. The hours are billed based on actual costs.
- The customer is aware that as soon as the escalation number is called, Boltrics will charge the above-mentioned costs.

### 3. **24 uurs Escalatie Support**

- ✓ Support for 3PL Dynamics.
- ✓ Escalation support is only provided in situations where there is a business standstill. This means that primary processes cannot be carried out and the operation is completely halted.
- ✓ Ability to submit support requests 24/7 via the request overview.
- ✓ First response time within 1 hour. => We can only achieve this if you 1) first submit a request via the request overview and 2) then immediately contact us by phone. In that case, we can respond within 1 hour. Otherwise, this may not always be possible. The time starts running from

the phone call. So always create a request first, then call in case of a standstill.

- ✓ Phone support available 24/7.
- ✓ Escalation support on Sundays and nationally recognized holidays is only available via the special escalation number (B).
- ✓ Within the customer organization, two persons are authorized to call the Boltrics escalation number in case of escalations.
- ✓ For incidents that do not lead to a business standstill, the internal staff of the customer serves as first-line support. The customer ensures that these employees are sufficiently trained to provide this first-line support.

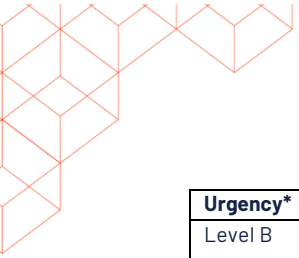
- Additional costs: For 24-hour escalation support, a monthly fee of €1,000 is charged. Billing for this service is added to the monthly invoice you receive for the use of the software.
- For each registered escalation, a start fee of €350 is charged. This also covers the costs of the first hour of service. If the activities exceed 1 hour, an hourly rate of €250 per hour applies. The hours are billed based on actual costs.
- The customer is aware that as soon as the escalation number is called, Boltrics will charge the above-mentioned costs.

**\*First response time:**

8. First response time is the period from the moment you submit your support request by phone until the moment the Boltrics Support staff contacts you and begins working on your support request. The response time varies with both the support plan/type of

support and the business impact of the request or category of your report. The response times for the aforementioned types of support can be found (also) below.

Urgency*	Customer situation	First Response Time
Level A/10-Down: Down report	There is a business standstill , your primary business processes cannot be carried out, and the operation is completely halted.	Standard support: <1 office hour on a working day between 9:30 AM and 5:00 PM after receiving the report  16-hour Escalation Support: <1 hour between 6:00 AM and 10:00 PM (CET)  24-hour Escalation Support: <1 hour
<p>If you select a 10-Down report, you confirm that the problem has a critical business impact and that activities are halted.</p> <p>The problem requires an immediate response.</p> <p>A Down report must be submitted via the 'Boltrics-request overview' and must also be reported by phone to the Boltrics support department immediately after the submission via the 'Boltrics-request overview'. For (24-hour) Escalation Support, the phone report is made via the escalation number.</p> <p>By choosing 24-hour Escalation Support, you commit to continuous 24/7 operation, every day with the Boltrics team until:</p> <ul style="list-style-type: none"> <li>● the problem is resolved, or</li> <li>● an alternative solution is found that allows for a reduction in priority, otherwise Boltrics may at its discretion lower the severity to level B.</li> </ul> <p>By choosing Escalation Support, you commit to continuous operation from 6:00 AM to 10:00 PM (CET), every day with the Boltrics team until:</p> <ul style="list-style-type: none"> <li>● the problem is resolved, or</li> <li>● an alternative solution is found that allows for a reduction in priority, otherwise Boltrics may at its discretion lower the severity to level B. Boltrics supports you between 6:00 AM and 10:00 PM (CET) to resolve the problem.</li> </ul> <p>By choosing Standard Support, you commit to continuous operation on working days from 8:30 AM to 5:00 PM (CET), every working day with the Boltrics team until:</p> <ul style="list-style-type: none"> <li>● the problem is resolved, or</li> <li>● an alternative solution is found that allows for a reduction in priority, otherwise Boltrics may at its discretion lower the severity to level B. If Standard Support is chosen when submitting a Down report, Boltrics will only contact you on working days during office hours.</li> </ul> <p>You ensure that Boltrics has your correct (contact) details. You are willing and available to provide crucial information to Boltrics within 60 minutes of receiving a request for information from Boltrics (whether via the 'Boltrics-request overview' or not) to resolve a problem.</p> <p>If you do not respond within 5 working days after a response from Boltrics or do not provide the correct information or the information requested by Boltrics, whether via the 'Boltrics-request overview' or not, the report will be closed. Customers can reopen the ticket within 30 days after closure by adding a new interaction. After 30 days, the ticket is archived and can no longer be reopened.</p>		



Urgency*	Customer Situation	First Response Time
Level B	The customer's business:  1) has severe to moderate loss or degradation of services, but work can reasonably continue (in a reduced manner);  2) functions with minor service impediments; or all other cases where there is no standstill (Down report).	Ad 1) < 1 working day  Ad 2) and 3) < 1 to 2 working days
<p>If there is no Down report, it is a Level B report.</p> <p>Ad 1) For urgent support, if there is a problem with a severe to moderate impact, but work can reasonably continue (in a reduced manner), the customer must call the support department immediately after submitting the request via the 'Boltrics-request overview'. During this call, the customer must explain the impact of the problem, after which the ticket will be given the appropriate priority.</p> <p>By choosing 24-hour Escalation Support at Boltrics' request, you commit to continuous 24/7 operation, every day with the Boltrics team until:</p> <ul style="list-style-type: none"> <li>● the problem is resolved, or</li> <li>● an alternative solution is found that allows for a reduction in priority, or</li> <li>● a plan and schedule for resolving the problem is agreed upon with the customer, otherwise Boltrics may at its discretion lower the severity and priority of the report.</li> </ul> <p>By choosing Escalation Support at Boltrics' request, you commit to continuous operation from 6:00 AM to 10:00 PM (CET), every day with the Boltrics team until:</p> <ul style="list-style-type: none"> <li>● the problem is resolved, or</li> <li>● an alternative solution is found that allows for a reduction in priority, or</li> <li>● a plan and schedule for resolving the problem is agreed upon with the customer, otherwise Boltrics may at its discretion lower the severity and priority of the report.</li> </ul> <p>If Standard Support is chosen when submitting an urgent report, Boltrics will only contact you on working days and during office hours.</p> <p>Ad 2) and Ad 3) For all other (non-urgent) incidents, Boltrics will only contact you on working days and during office hours (from 8:30 AM to 5:00 PM (CET)) and will continue to provide support until:</p> <ul style="list-style-type: none"> <li>● the problem is resolved, or</li> <li>● an alternative solution is found, or</li> <li>● a plan and schedule for resolving the problem is agreed upon with the customer.</li> </ul> <p>You ensure that Boltrics has your correct (contact) details. You are willing and available to provide crucial information to Boltrics within a reasonable time after receiving a request for information from Boltrics (whether via the 'Boltrics-request overview' or not) to resolve a problem.</p> <p>If you do not respond within 5 working days after a response from Boltrics or do not provide the correct information or the information requested by Boltrics, whether via the 'Boltrics-request overview' or not, the report will be closed. Customers can reopen the ticket within 30 days after closure by adding a new interaction. After 30 days, the ticket is archived and can no longer be reopened.</p>		

## Determining Urgency Level/Category of Report

9. The customer indicates the urgency level of the report when submitting a support request by selecting the (sub)category for the report. Boltrics will analyze the provided information at the first report and, if necessary, request additional information (via email) to clarify the scenario. Boltrics may adjust the urgency or chosen classification based on the information provided by the customer in the support request. Boltrics can also adjust the classification or lower the urgency level if the customer is unable to provide sufficient resources or answers to enable Boltrics to continue resolving the issues.

## Reporting process

10. Initially, all problems must be reported via the 'Boltrics-request overview'. Ensure a clear problem description and provide a clear scenario for support reports. Problems with urgency A must also be immediately reported by phone to our escalation team. Urgent Level B incidents must be reported by phone to the Boltrics support department immediately after submitting the request via the 'Boltrics-request overview', see Phone Support. For more information on creating tickets, refer to the 'Change and Support Manual' on [boltrics.com/en/support/](https://boltrics.com/en/support/).

## Cooperation and Access

11. Boltrics can only provide the support services and service levels mentioned in this document under the following conditions:
  - a. Open Access: The customer must grant Boltrics employees unrestricted access to the necessary systems, applications, environments, and resources related to 3PL Dynamics. This includes, but is not limited to, access to systems or environments of Microsoft, GDAP access, supporting staff, data, documentation, and tools necessary for effectively resolving issues.
  - b. GDAP Access: The customer grants detailed administrative permissions to Boltrics for managing the customer's service. The customer provides Boltrics employees with access to the relevant systems via at least the following specific Entra roles:

- Dynamics 365 administrator (needed to log into Business Central)
  - Service support administrator (to create support tickets with Microsoft on behalf of the customer)
- c. The customer agrees to grant Boltrics unrestricted access to GDAP without limitations that could affect access based on device management or other criteria. This includes but is not limited to the use of Conditional Access. The customer will not impose restrictions that limit Boltrics' access to only devices managed by the customer..
  - d. The customer ensures that access to GDAP for the execution of this agreement complies with all relevant laws and regulations. Both parties will maintain security measures to ensure data integrity and protection.
12. The customer is responsible for ensuring that access is granted as described above and that all necessary information is provided in a timely manner to ensure the effectiveness of the support.

## Escalation Proces

13. An escalation report via MGT automatically generates an email to the Boltrics escalation support team.
14. An authorized customer employee shares the clearly described problem via our support portal.
15. The same employee calls escalation number A from Monday to Saturday and B on Sundays and national holidays, for standard support only escalation number A during working days and office hours. This number is forwarded to the Boltrics employee on standby. This employee will make efforts to resolve the problem based on the support report. Note: this is a call action where the system keeps calling until you reach one of our employees.
16. If necessary, the Boltrics employee can escalate internally if additional knowledge or skills are required.



## **Improper Use**

17. In case of improper use of Boltrics' escalation support service, Boltrics reserves the right to unilaterally terminate the escalation support agreement. Improper use means not complying with the principles stated in this document.

## **Microsoft Advanced Support**

18. As a Boltrics customer, you can benefit from indirect support from Microsoft through our investment in Advanced Support for Partners (ASfP) from Microsoft, when necessary. With ASfP, you can trust that we, if needed, can have direct access to technical support on your behalf.