Support Services

Global Maintenance

Support Service Description

utimaco®

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Introduction

This document describes the Maintenance Support Services applicable for Utimaco's Customers that purchase Utimaco's products and have an effective maintenance support contract. The Maintenance Support Services are provided directly by Utimaco or an Utimaco Certified Service Partner (collectively "Utimaco").

Definitions of Terms

The following terms shall have the meaning as indicated below:

Customers: Utimaco's customers who directly purchased Utimaco's products and have effective maintenance support contracts in place.

Maintenance Support Services: includes the skills and requirements for keeping Utimaco's products in good, functional condition after deployment and installation. Maintenance Support Services provide Customers with an expected service level by Utimaco or an Utimaco Certified Service Partner. Maintenance Support Services include troubleshooting, fault diagnosis, modifying, maintaining, and enhancing Utimaco's products, and includes both software and hardware.

Software Update: The software product feature packs, add-ons, hot fixes, and patches made available to Customers. Such updates include necessary corrections for a specific software release version.

Utimaco Products: As defined in clause 1.

Utimaco Representative: An Utimaco resource authorized to function within Utimaco's Support Services organization, delivering Maintenance Support Services.

RMA: The acronym for 'Return to Manufacturer Authorization'. Utimaco's hardware product is returned to Utimaco for replacement or repair.

DMR: The acronym for 'Defective Media Retention'. An option offered by Utimaco that allows Customers to retain components (defective hardware, hard drive, or eligible SSD/Flash drive) covered under the Maintenance Support Services.

SSD: The acronym for 'Solid State Drive'. A solid-state drive is a storage device that uses integrated circuit assemblies as memory to store data persistently, typically using flash memory.

Utimaco Certified Service Partner: an authorized entity, who has formally entered into a partnership agreement with Utimaco to manage, operate, and deliver Maintenance Support Services.

DAP: The customer is responsible for the unloading, and for the Customs clearance, duties, and taxes as well.

Incoterm: Incoterms specify who is responsible for paying for and managing the shipment, insurance, documentation, customs clearance, and other logistical activities.

Maintenance Support Services

Utimaco's Maintenance Support Services portfolio includes three tailored options that provide Customers the desired control over security and business continuity, plus maximized value to the investment of the Utimaco Products.

"Local Time" means the local time zone of the customer that is reaching out and requires Support.

Customers choose the "Standard", "Premium", or "Premium Plus" support options summarized as follows:

Resource	Standard	Premium	Premium Plus
Support Helpdesk	7 x 24 x 365	7 x 24 x 365	7 x 24 x 365
Access to Technical Support [Local Time Zone]	8a-5p Mon-Fri (Local Time)	8a-8p Mon-Fri (Local Time)	7 x 24 x 365
E-mail Support	✓	✓	✓
Web Portal Support	✓	✓	✓
Free software updates	✓	✓	✓
RMA Services	After receiving defective unit, the repaired or replacement components are shipped within five (5) business days subject to customs approval	Upfront hardware replacement is shipped within three (3) business days subject to customs approval	Upfront hardware replacement is shipped by next business day (NBD) subject to customs approval
Defective Media Retention (DMR)	✓	✓	✓

Scope of Maintenance Support Services

Remote Problem Diagnosis and Maintenance

Once Customer has placed a service request and Utimaco has acknowledged its receipt, Utimaco will work remotely to troubleshoot, remedy, and resolve the incident with Customer.

Prior to any onsite assistance, Utimaco will initiate and perform remote diagnostics using an electronic remote support solution to access covered Utimaco Products, or Utimaco may use other means available to facilitate remote incident resolution.

Utimaco will provide telephone assistance for the installation of software.

Online Self-Service Support

Online, self-service support at https://support.hsm.utimaco.com/support allows Customers to:

■ Electronically download the latest software updates and/or upgrades.

■ Submit support incidents electronically.

■ Request RMA services.

■ Receive an email or phone call from Utimaco after recording incidents.

Accessing Utimaco Support

Tiered Access Levels

- Utimaco Helpdesk Support is provided 24x7x365.
- Customers with Standard Support are provided access to Technical Support Monday through Friday in their local time zone.
- Customers with Premium Support are provided access to Technical Support Monday through Friday in their local time zone.
- Customers with Premium Plus Support are provided access to Technical Support 24x7x365.

Engaging Utimaco First Level Support

First Level Support shall:

■ Be the first technical point of contact for Customer.

■ Review support ticket for completeness.

■ Collect all required information and remain the point of contact until resolution, or until the Second Level support is required.

■ Provide support based on scripts that guides the Customer through standard issues. Outcome is a problem resolution or an elevation to the next support level. If the outcome is defective hardware, the RMA process is started by elevating the issue to Second Level support.

■ Be responsible for collecting further information (i.e., log files) for Second Level support.

4.3.3 Engaging Utimaco Second Level Support

Second Level Support shall:

■ Execute reasonable efforts to reproduce / replicate Customer's issues in a lab environment.

■ Support the First Level support based on the product manual and the Utimaco knowledge database.

- Perform workarounds to assist the First Level support, often relating to administration and configuration issues.

- Take necessary action to drive the RMA process and hardware replacement in the event of a hardware failure.

- Take ownership of the reported support incident to continue problem resolution. Work with the internal ticketing system to keep progress toward resolution documented and tracked.

- Provide a workaround if possible.

- Interface with Utimaco Engineering to provide patch or service pack when needed and if possible.

- Provide final RMA decision.

Support incidents of EMEA and APAC customers will be opened and registered during Helpdesk support hours; Second Level Support interaction is available during the normal business week, Monday-Friday, 8am – 5pm CET

Support incidents of AMERICAS customers will be opened and registered during Helpdesk support hours; Second Level Support interaction is available during the business hours Monday – Friday, 5am – 6pm PST

Contacting Utimaco Support

Toll Free Phone

AMERICAS

+1-844-UTIMACO (+1 844-884-6226)

EMEA

+49 800-627-3081

APAC

+81 800-919-1301

E-Mail

support@utimaco.com

Utimaco Support Portal

Customers can access the Utimaco Support Portal for to submit support tickets, download software updates, retrieve bug fixes, and accept RMA requests at:

https://support.hsm.utimaco.com

Utimaco maintains every support incident and other requests for assistance and will respond via email.

Support Service Level Objectives (SLO)

Through Utimaco's customer-defined priority process, Customers may select Utimaco's response time and have access to assistance by phone, e-mail, or the Utimaco Support Portal.

Utimaco's engineers will evaluate Customers' requests, isolate the problem, determine if there is a solution or work-around available, and respond with instructions to resolve the reported incident.

Severity Levels

Customers select the severity level (as outlined in the table below) that most appropriately reflect an incident's current state.

Initial response time begins upon the creation time stamp of the submitted support request. The initial response is either via an email or a phone call from Utimaco.

These response times are not a commitment, but a best effort practice to respond to support requests in a timely manner.

Severity Level Definitions	Standard	Premium	Premium Plus
1: Critical The product is unusable and/or inoperable, resulting in a total disruption of the production environment or other critical impact on operations. No workaround is available. Enterprise-wide impact.	Next Business Day	2 hours	1 hour
2: High Major operations are severely restricted, although work can continue in a limited fashion. A workaround may or may not be available.	Next Business Day	6 hours	4 hours
3: Medium Request for password resets, and/or the product does not operate as designed, resulting in minor loss of usage. There is a minor impact on usage, or an acceptable workaround is deployed.	Next Business Day	Next Business Day	6 hours
4: Low	5 business days	2 business days	Next Business Day

Severity Level Definitions	Standard	Premium	Premium Plus
There is no loss of service. This can be classified as a request for documentation, general information and/or enhancements requests.			

The following SLOs for reproducible software defects are:

Software Service Level Objective	
1: Critical	Five (5) working days after receipt of the reproducible defect description
2: High	Ten (10) working days after receipt of the reproducible defect description
3: Medium	Twenty (20) Working Days after receipt of the reproducible defect description

Utimaco reserves the right to reassign a severity level once problem diagnosis has commenced if it determines that such level has been inappropriately classified or after a preliminary solution has been provided.

Customer-Defined Priority
Customers select Utimaco's response time and have access to Utimaco's First, and Second technical support levels.

As Customers move up to higher-level service packages, coverage hours and response time commitments broaden, and issue escalations are accelerated.

Software and Hardware Service Levels
Under maintenance support, the following service levels are provided from Utimaco to the Customer, for the designated Utimaco Products.

Maintenance and service levels are purchased and provided on a per serial number basis.

Software / Firmware Service Levels
Second Level Support
Second Level Support is provided by Utimaco with trained and/or named individuals.

For Severity 1 issues, Utimaco guarantees a response time and to begin problem analysis within no more than five (5) working days after receipt of the reproducible defect description, including any relevant fragments of Customer source code that are necessary to reproduce the defect. Utimaco resources will stay assigned to the resolution of the Severity 1 issue until a patch or a workaround can be made available. Progress updates shall be communicated from Utimaco to the Customer each working day during problem resolution.

For Severity 2 issues, Utimaco guarantees a response time and to begin problem analysis within no more than ten (10) working days after receipt of the reproducible defect description, including any relevant fragments of Customer source code that are necessary to reproduce the defect. Progress updates shall be provided from Utimaco to the Customer every five working days during problem resolution.

For Severity 3 issues, Utimaco guarantees a response time and to begin problem analysis within no more than twenty (20) working days after receipt of the reproducible defect description, including any relevant fragments of Customer source code that are necessary to reproduce the defect. Progress updates shall be provided from Utimaco to the Customer from time to time.

Free Software Updates

Customers will have free access to all software updates. Such updates include necessary corrections (bug fixes) and minor improvements for a specific software release, as well as upgrades for new and extended features, new functionalities, and corrections of product software which are released either as a new major software release version or as an update to an existing major release version.

Utimaco will make software updates generally available to Customer for as long as there is an active maintenance support contract.

Software updates are released as required at the discretion of Utimaco. Utimaco will inform Customer as soon as a new version of the software is available and will provide Customer with the new software versions upon request. With Utimaco's free software update service, Customers have what they need to keep their systems updated and secure while avoiding separate update licensing fees or software subscription fees.

Software updates are available via the Utimaco Support Portal (See Section 4.4.3 Utimaco Support Portal).

New feature requests and change requests will be considered for implementation as software upgrades at Utimaco's discretion.

Software Downloads

From the Utimaco Support Portal, Customers have 24x7 access to all software updates, (patches, bug fixes), software upgrades, and product documentation from the Downloads software repository. To access and download software and patches, register on the Utimaco Support Portal:
https://support.hsm.utimaco.com

Registration approval will take approximately 2-3 business days. Once approved, an email will be sent with login credentials and instructions for downloading software from the portal.

Hardware Service Levels

Three different service levels are offered in relation to hardware maintenance: Standard, Premium, and Premium Plus.

Once Customer has reported a hardware defect, Utimaco will confirm the RMA within the next business day.

Service Level for Standard Support Maintenance

In the event Utimaco advises to send back the defective Utimaco product, Customer must send the hardware components together with the RMA number and RMA address label by post or by courier DAP (Incoterm 2010) to the Utimaco service center, designated on the RMA address label.

Subject to customs approval, Utimaco will ship the repaired or replacement components to the Customer site, by post or courier DAP (Incoterm 2010) within five (5) working days of the arrival of the defective Utimaco product at the Utimaco service center.

Service Level for Premium Support Maintenance

Upon RMA approval by Utimaco and subject to customs approval, Utimaco will ship an upfront replacement comparable to the defective unit, DAP (Incoterm 2010) to Customer's premises within three (3) business days.

Customer shall return the defective unit immediately upon arrival of the upfront replacement unit, using the packaging and the return slip that is included with the upfront replacement unit. Freight cost of sending back the defective unit shall be borne by Utimaco.

In case Customer fails to return the defective unit within ten (10) working days from arrival of the upfront replacement unit at the Customer's premises, Utimaco shall be entitled to invoice, and Customer shall pay the applicable list price for the upfront replacement unit.

Service Level for Premium Plus Support Maintenance

Upon RMA approval by Utimaco and subject to customs approval, Utimaco will ship an upfront replacement comparable to the defective unit, DAP (Incoterm 2010) to Customer's premises by next business day.

Customer shall return the defective unit immediately upon arrival of the upfront replacement unit, using the packaging and the return slip that is included with the upfront replacement unit. Freight cost of sending back the defective unit shall be borne by Utimaco.

In case Customer fails to return the defective unit within ten (10) working days from arrival of the upfront replacement unit at Customer premises, Utimaco shall be entitled to invoice, and Customer shall pay the applicable list price for the upfront replacement unit.

Request for RMA

Utimaco reserves the right to replace faulty hardware with an equivalent and functionally compatible model if the exact model is no longer available.

In the event of hardware malfunction or failure of an Utimaco Product, the Customer shall promptly contact Utimaco by reporting the incident as an RMA request. The RMA request form can be found on the Utimaco Support Portal:

https://support.hsm.utimaco.com/support/rma/new

Utimaco will review the completed RMA request and, upon confirmation of the RMA following such review, provide the applicable RMA number to the Customer via an RMA confirmation e-mail and

issuance of an RMA label.   Customer will receive an e-mail with an RMA confirmation within the defined reaction times.

During the RMA request review, Customer must be available for Utimaco inquiries and provide log files, if requested. Customer shall use its best efforts to provide all information reasonably required by Utimaco during the RMA request review process.

Utimaco will undertake measures to resolve RMA requests within reaction times as described in Section 6, Support Service Level Objectives (SLO).

In the event that during Services performed in response to customer´s defective unit sent (RMA) Utimaco ascertains there is "no fault found," meaning the system is functionally operating in accordance with Utimaco´s documentation accompanying the system when it was delivered, Utimaco, in its sole discretion, will

a) For units covered by Premium and Premium+ service contracts, charge the customer for the replacement unit sent in advance to the customer at the standard rates and the returned unit found "not faulty" will be returned to the customer at customer's cost.

b) For units covered by a Standard service contract or by the warranty period, charge the customer for the labor cost (diagnostics, testing) and transportation cost incurred by Utimaco for the unit found "not faulty".

Defective Media Retention

The defective media retention service feature option allows Customer with an active maintenance support contract to retain defective hardware components (HDD/hard disk or eligible SSD/Flash drive) that Customer does not want to relinquish back to Utimaco.

Additional costs for hardware replacements are incurred if a unit will not or cannot be returned to Utimaco.

Onsite Support

Onsite support services are provided for all Utimaco Products. For those hardware support incidents that, in Utimaco's judgment, cannot be resolved remotely, Utimaco may provide onsite technical support. Utimaco will use commercially reasonable efforts to respond onsite.

Utimaco reserves the right of authorizing the dispatch of onsite support services as a part of the resolution process. Once an Utimaco authorized representative arrives at Customer's site, the representative will continue to deliver the service at the discretion of Utimaco, until the hardware incident is resolved. Work could be temporarily suspended if parts or additional resources are required, but work will resume when they become available.

The onsite response time ends when the Utimaco authorized representative arrives at Customer's site, or when the reported event is closed with the explanation that Utimaco has determined that no onsite intervention is required.

Any "project-oriented" activities in which onsite support is desired is not covered under maintenance support services.

Fixed on Failure

In addition, at the time of onsite technical support delivery, Utimaco may:

Install available engineering improvements for Utimaco Products to help Customer ensure proper operation of the product and maintain compatibility with Utimaco-supplied hardware replacement parts.

Install available firmware updates defined by Utimaco as non-customer installable for product, that, in the opinion of Utimaco, are required to return the product to operating condition or to maintain supportability by Utimaco.

Fixed on Request

At Customer's request, Utimaco will install critical firmware updates defined by Utimaco as non-customer installable for Utimaco Products under an existing maintenance support contract.

Critical firmware updates are firmware updates recommended by Utimaco for immediate installation. See Section 6, Service Level Objectives (SLO) for response times.

Onsite Support Requests

Utimaco will provide onsite maintenance support at the Customer's site and other Professional Services through qualified Utimaco representative(s) upon availability, and only upon a written order by Customers for such services. Utimaco will offer such services in writing at the applicable professional services daily rates, plus travel expenses.

Escalation Management

Customers who are not satisfied with the level or timeliness of service received may request an escalation. In such situations, Customers who hold an active maintenance support service contract or the Utimaco Support Engineer can escalate support issue to the next management level.

An escalation to the higher support management is initiated after working through the standard support processes and levels.

Escalation means the next level contact person of both parties engage each other to solve the problem.

The following table identifies the roles and escalation contacts for the various escalation levels:

Escalation Level	Organization	Escalation Contact
Level 1	Utimaco Customer Helpdesk or a Utimaco Certified Service Partner	Utimaco Team Leader Services

Level 2	Utimaco Customer Support Services	Utimaco Support Manager
Level 3	Utimaco Customer Support Services	Utimaco Customer Support Director

Customers receive detail contact information for each escalation level when maintenance support is concluded.

Renewing Maintenance Support Services

Maintenance Support Services Renewal Costs

Unless there is an effective agreement between Customer and Utimaco or an Utimaco approved Customer certification to the contrary, Customer must renew support for all hardware, software, and the licenses of software that could have been copied, used, installed, or otherwise exploited.

Occasionally and at its convenience, Utimaco may update support service levels, add support and maintenance products, or modify support and maintenance pricing. We review existing support and maintenance fees annually, limiting year-over-year list price increases to 10%. Utimaco reserves the right to renegotiate pricing and terms prior to issuing any contract renewal.

Return to Maintenance Support Services

If Product has been covered under Maintenance Support Services and Customer elects not to renew such services or allows Maintenance Support Services to lapse for a period of time, Utimaco will notify Customer and may suspend provision of Support Services until such services are reinstated.

To return to Maintenance Support Services, a reinstatement fee will be applied in addition to twelve (12) months of the annual Maintenance Support Services.

- For less than one year of Maintenance Support Services lapse: Full back-pay of Maintenance Support Services fee from the date of lapse and a reinstatement fee equal to 20% of the annual Maintenance Support Services fee.

    Example:

    Annual Maintenance Support Services fee: $1200.00

    Maintenance Support Services lapsed for 9 months: $900.00

    20% reinstatement fee (of annual fee of $1200) = $240.00

    Total: $2340.00

- For one year or greater of Maintenance Support Services lapse: Full back-pay Maintenance Support Services fee from the date of lapse and a reinstatement fee equal to 20% of such back-pay Maintenance Support Services fee.

    Example:

Annual Maintenance Support Services fee: $1200.00

Maintenance Support Services lapsed for 15 months = $1500.00

20% reinstatement fee (back-pay of 15 months / $1500.00) = $300.00

Total: $3000.00

Terms

This section contains Utimaco Maintenance Support Services terms.

Utimaco Terms

- The service contract start date is indicated as per the "terms of delivery" outlined in the maintenance support service contract.

- The initial service contract is typically for a term of one year, covering the 12 (twelve) month period. It is also possible to agree different terms, this must be agreed between the contracting parties in a separate agreement.

- The service contract shall be renewed automatically for period of 12 (twelve) months, unless one of the contracting parties has terminated the service contract in writing with a notice period of 3 (three) months before the expiry of the respective term.

- A renewal of a service contract must be continuous, i.e., without any interruption. In case a service contract has expired and then renewed later, the start date shall be the day after the end of the previous service contract. (refer to Section 11)

- Maintenance Support Services do not apply to hardware or any other 3rd party products (software and/or hardware) unless such products are explicitly included in the service contract by Utimaco.

- For hardware warranty and hardware support other terms and conditions may apply which shall be provided by Utimaco together with the respective support offering.

- Special conditions apply related to RMA services for Common Criteria certified Utimaco Products and government approved Utimaco Products. These conditions shall be provided by Utimaco with the respective support offering.

- Utimaco respects and allows for the major privacy principles and frameworks with regulations such as the EU General Data Protection Regulation 2016/679 (GDPR). This adherence applies to all Utimaco owned websites, domains, services, applications, and Utimaco Products used to conduct support delivery services.

- Utimaco may provide additional support and incident assistance to Customers having a regulatory requirement on request subject to cost reimbursement by Customer based on a time and material basis at the rate for professional services fees as per Utimaco's current price list.

Customer Terms

For the successful provision of Maintenance Support Services, Customer shall agree to assist as follows:

- The Customer shall name at least two contacts who will be entitled to file new support requests and who will be available as technical contacts to Utimaco. The customer shall promptly inform Utimaco of any changes in the list of contacts.

- The Customer shall provide with each support request a detailed description of failures, failure rates, observed impacts, as well as all relevant information about the software versions and hardware configurations used.

- For all later references to a reported problem or support request, the Customer shall use the 'incident number' provided by Utimaco.

- Should onsite support be required, the Customer shall provide access to the installed Utimaco system on the customer's premises to allow the onsite support services to be executed and shall assist Utimaco with all technical facilities like power, telephone, Internet, etc. as required free-of-charge.

- The Customer agrees to pay all travel expenses incurred if Utimaco is requested to perform onsite services.

Utimaco is not obligated to provide Maintenance Support Services under the following circumstances:

- No effective support maintenance contract.

- Improper site preparation, or site or environmental conditions that do not conform to Utimaco site specifications.

- Customer non-compliance with Utimaco specifications, statements of work or the applicable support agreement.

- Customer causing any damage to the Product which are caused by improper use or handling, or by wear unless Customer can demonstrate that such handling/use is not responsible for the reported defect.

- Customer improper or inadequate upkeep.

- Modifications not performed or authorized by Utimaco.

- Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, government inactions or actions, strikes or work stoppages, transportation by Customer or other causes beyond the reasonable control of Utimaco.

Information on Digital Operational Resilience

Utimaco uses Atlassian Jira Service Management as its IT Service management and ticketing tool. As such, the following Atlassian documentation applies and can be accessed under the following links:

- Atlassian's Technical and Organisational Security Measures:
  https://www.atlassian.com/legal/security-measures#acesss-control

- External Security Testing: https://www.atlassian.com/trust/security/security-testing

Atlassian ITSM is ISO/IEC 27001 certified and PCI DSS compliant:

- Security Standard - PCI Compliance: https://www.atlassian.com/trust/compliance/resources/pci-dss

- ISO/IEC 27001:2022: https://www.atlassian.com/trust/compliance/resources/iso27001

Full legal name of subcontractor	Country/ies of Services, storage and processing (ex storage) of data*
Atlassian Corporation Plc	Germany – Frankfurt region

Utimaco will make reports available to Customers having a regulatory requirement on request which will include notification of development that might have a material impact on Utimaco's ability to effectively provide Maintenance Support Services supporting critical or important functions in line with the above service levels.

Utimaco may provide exit support to Customers having a regulatory requirement on request based on a professional service engagement.

About Utimaco

Utimaco is a global platform provider of trusted Cybersecurity and Compliance solutions and services with headquarters in Aachen (Germany) and Campbell, CA (USA).

Utimaco develops on-premises and cloud-based hardware security modules, solutions for key management and data protection as well as data intelligence solutions for regulated critical infrastructures and Public Warning Systems. Utimaco is one of the world's leading manufacturers in its key market segments.

500+ employees around the globe create innovative solutions and services to protect data, identities and communication networks with responsibility for global customers and citizens. Customers and partners in many different industries value the reliability and long-term investment security of Utimaco's high-security products and solutions.

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Appendix A

Utimaco Global Maintenance Product Table
Atalla AT1000
Block-Safe
CryptoServer CP5
CryptoServer CP5 VS-NfD
CryptoServer CSPLight
CryptosecBanking (Payment HSM)
CryptosecLAN (GP HSM)
ESKM
KeyBRIDGE 4100 POI
KeyBRIDGE 4100 UKM
KeyBRIDGE 4100 TokenBRIDGE
Mobile Network Trust Server
PaymentServer
SecurityServer
SGD-HSM
TimestampServer
u.trust 360
u.trust Anchor CSAR
u.trust Anchor GP HSM
u.trust Data File
u.trust Identify
Q-safe
DiskEncrypt
LAN Crypt