FORCEMANAGER®

SERVICE LEVEL AGREEMENT AND SUPPORT CENTER
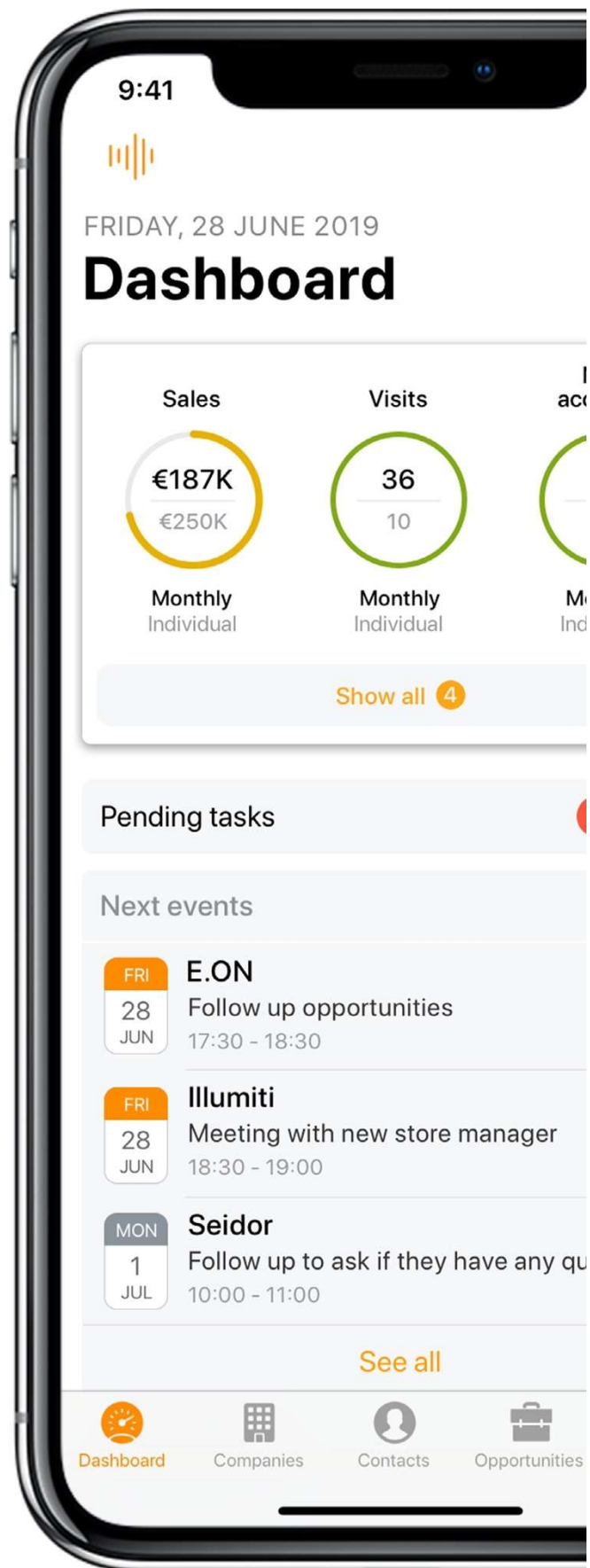
Content

FORCEMANAGER.

1. Application availability

ForceManager aims to ensure the application is available 99.50% of the time.

Service availability is defined as the time when the application is available and operational during service hours (i.e., 24x7). Any downtime for agreed and duly notified maintenance will be excluded from the availability calculation.

2. Support Center

ForceManager offers customer and user support services in accordance with the following terms:

2.1. Contact Methods

Customers and users can contact the Support service through the following means:

a) **E-mail to support@forcemanager.net**

b) **Contact form accessible via the URL https://support.forcemanager.net/**

c) **Chat vailable through the application**

Once contact is initiated, ForceManager may change the communication channel as needed.

ForceManager may also add or remove any of the above contact methods to ensure proper service functioning. Any such change will be published on the ForceManager website and will be effective from the moment of its publication.

2.2. Hours

The Support area is available except for some holidays during local business hours (see table). Outside these hours, customers or users can still report incidents or inquiries 24/7, but the response will be made during the reference time zone's hours.

Geographical Zone	Response Schedule
Middle East, and Africa (EMEA)	Madrid time, 08:00 to 19:00 hrs, Monday to Friday
Latin America, USA, and Canada	Mexico City time, 08:00 to 19:00 hrs, Monday to Friday
Asia Pacific	Singapore time, 14:00 to 23:59 hrs, Monday to Friday

2.3. Support Service Languages

Notifications or interactions with the client or user will be conducted in English and/or Spanish.

2.4. Contact

In a B2B solution, it is advisable for clients to identify a main contact (key user) between them and ForceManager, responsible for:

a) Developing and implementing problem resolution processes within the client's organization; and

b) Resolving issues with password reset, username, and user lockout for the client.

Clients must ensure that the designated contact has the knowledge to assist in resolving technical problems and the ability to reproduce the problem to aid ForceManager in diagnosing and classifying it.

2.5. Excluded Queries

The following queries are excluded from the Support service:

a) Assistance with products, services, or technologies not belonging to ForceManager or third-party applications.

b) Assistance with hardware installation or configuration.

2.6. Response Time

Incidents and queries received by the Support Center will be responded to based on their priority level:

Priority	Description	Response Time
High	Critical problem affecting all users with no alternative solution available; service interruption.	< 2 horas
Medium	Performance problem of the application affecting some or more users; one or more important features are unavailable.	< 12 horas
Low	Queries about technical problems, information on application capabilities, navigation, installation, or configuration that may affect a small number of users; a reasonable alternative solution exists.	< 48 horas

The system will only count the hours elapsed within the client's reference zone service hours for the response time calculation.

2.7. Resolution

ForceManager must be able to reproduce errors to resolve them.

Customers and users agree to cooperate and work closely with ForceManager for diagnostic activities. If the key user reports the incident, they will request users to provide remote access to their application and/or desktop for resolution purposes.

Reproducible errors that cannot be immediately resolved will be escalated to higher support levels for further investigation and analysis.

Resolution of incidents may consist of a fix, temporary solution, or other types as determined by ForceManager.

The resolution time will depend on the nature of the case.

3. Other Services

ForceManager has a support page accessible via the URL https://support.forcemanager.net/ where clients can find everything related to the application:

a) Configuration
b) Frequently Asked Questions
c) Basic Knowledge

Additionally, in the resources section of the ForceManager website, educational resources such as eBooks, whitepapers, webinars, and blog articles are available to users.