



## Support Guide

English Law, Oct 2025

### Introduction

This support guide is based on the General SaaS Terms and Conditions ('GTC'), including the definitions of terms contained therein.

The support described in this guide covers the operation and use of our software as part of the instantiated product provided as SaaS. The support does not cover changes to the BeeCore management model or individual customizations of the software, as well as customer-specific extensions, integrations or interfaces to external systems. Services related to changes to the BeeCore management model or individual customizations, as well as customer-specific extensions, integrations or interfaces are governed by the BVB Services. Furthermore, advice on the introduction and implementation of the business processes defined in the control model is not part of the support.

### Support Plan Overview

Feature <sup>1</sup>	Standard
Support business hours	Monday to Friday, 9am to 5pm (GMT/BST) except public holidays in England, United Kingdom
Maximum number of email addresses registered for support access	5
Unlimited support requests	Included
Case creation	Via email only
<b>Target Response Times</b> <ul style="list-style-type: none"><li>• Priority 1</li><li>• Priority 2</li><li>• Priority 3</li></ul>	
<b>Initial Triage &amp; Basic Analysis</b> <ul style="list-style-type: none"><li>• Reception and confirmation of your support request</li></ul>	Included

<sup>1</sup> Unless explicitly listed as included, a feature shall be considered not included.



<ul style="list-style-type: none"> <li>• Assessment of severity and preliminary classification</li> <li>• Initial analysis and troubleshooting based on the information you provide and the standard protocols available at Bee360</li> <li>• Regular communication and progress updates on your request</li> </ul>	
<p><b>Standard Resolution &amp; Action</b></p> <ul style="list-style-type: none"> <li>• Issue resolution through software updates, if the issue is caused by a confirmed general software bug</li> <li>• Adjustment of standard configuration in regular maintenance cycle, if the issue is due to an incorrect or suboptimal standard configuration</li> </ul>	Included for <a href="#">published modules</a>
<p><b>In-Depth Analysis</b></p> <ul style="list-style-type: none"> <li>• Extended collaboration with your team for in-depth troubleshooting and resolution (e.g., joint troubleshooting sessions with your IT team or affected end users)</li> <li>• Engagement of highly specialized experts when required based on evaluation</li> <li>• Coordination with your relevant third-party vendors (software or hardware) if an issue is suspected in their product</li> <li>• Root cause analysis</li> </ul>	Excluded
<p><b>Customer-specific Resolution &amp; Action</b></p> <ul style="list-style-type: none"> <li>• Providing possible workarounds and assisting in their implementation and validation</li> <li>• Development of custom adaptations or modifications to resolve specific issues, in particular of extensions and customizations developed individually for the customer</li> <li>• On-site support when required</li> <li>• Restoration of data in the event of user-caused data loss or as a result of faults in connected systems on the customer side</li> </ul>	Excluded
<p><b>Software Maintenance</b></p> <ul style="list-style-type: none"> <li>• Bug fixes, security patches, and stability improvements</li> <li>• Development of new features and functional enhancements in standardized releases</li> </ul>	Included
<p><b>Software Deployment</b></p> <ul style="list-style-type: none"> <li>• Deployment of new software versions in defined maintenance windows<sup>2</sup> on the instantiated product operated by us</li> <li>• Assistance with installation, deployment, or distribution of the Bee360 App in your infrastructure</li> </ul>	Included  Excluded
<p><b>Configuration and Customizations</b></p> <ul style="list-style-type: none"> <li>• Ability to configure and customize Bee360</li> </ul>	According to <a href="#">Guidelines</a>

## Effective Support Relationship

<sup>2</sup> For details on maintenance windows and notice periods, see section "Maintenance Windows".



## Best Practices

To ensure a smooth and efficient collaboration between our support team and our customers, we recommend following these best practices:

1. **Clear Communication** – Provide detailed and precise descriptions of issues, including relevant screenshots, error messages, and steps to reproduce the problem. This helps us diagnose and resolve issues faster. (see also „Collecting Information to Expedite Resolution“)
2. **Use of the Designated Support Channels** – Submit support requests through the designated communication channels to ensure proper tracking and prioritization. (see Section “Creating a Support Case” and “Responding to Your Support Case”)
3. **Timely Response & Collaboration** – Promptly respond to support inquiries and provide any additional information or access required for troubleshooting to avoid delays in issue resolution.
4. **Understanding the Support Scope** – Familiarize yourself with the scope of the standard support plan to ensure expectations are aligned. Requests outside the agreed scope (e.g., custom developments, process consulting) may require separate arrangements.
5. **Regular Updates & Maintenance** – Keep your system up to date by applying recommended updates and maintenance patches to prevent known issues and improve security.
6. **Internal First-Level Support** – Establish internal knowledge-sharing and a first-level support structure within your organization to handle basic troubleshooting.

By following these best practices, both parties can ensure a productive and effective support relationship, minimizing downtime and maximizing the value of our solution.

## Bee360 Team Roles and Responsibilities

Bee360 has several roles in support. Understanding the role, you are talking to and their responsibilities goes a long way to understanding and a good support relationship.

### Support Coordinator

The support coordinator may be your first point of contact, for example, if formal criteria are not met or a registration request has been made. The tasks include:

- Customer registration: Manages the registration of new email addresses for support access and ensures that all relevant data is up to date.
- Priority management: Checks the priority specified by the customer, adjusts it if necessary and informs the customer of any changes.

### Support Engineer

Your support case will be assigned to a Support Engineer. This person will be your main point of contact for support and advice. The tasks include:

- Responding to support cases
- Investigating, identifying and resolving technical software issues
- Working with other departments to solve problems

## Understanding Case Priorities

### Target Initial Support Response

To ensure that your support request is prioritized correctly, Bee360 uses the following guidelines to assess issues and provide an initial response in a timely manner based on their priority level. Resolving the support case is not due by us in the Target Response Time. Coverage is only valid during Bee360 Business Support Hours.



## Definitions of Priority Level

Priority Level	Description	Target Response Time*
<b>P1</b>	Critical - The complete system or all data is not available, or data has been corrupted or lost.	2 hours
<b>P2</b>	High - The system is available, but critical business processes are significantly affected.	4 hours
<b>P3</b>	Medium - Critical business processes are not significantly affected, but individual users are significantly affected when performing non-critical business processes.	8 hours
<b>P4</b>	Low - Business processes are little affected or not affected at all. The problem relates to functions that are not needed every day or are rarely used.	16 hours

\*Cases that can't be responded to on the same business day will be answered the following business day(s). E.g.: If a case (P1) is reported at 4pm on April 14<sup>th</sup> it will be answered on April 15<sup>th</sup> at 10am. If a case (P4) is reported at 4pm on April 14<sup>th</sup> it will be answered at 4pm on the April 16<sup>th</sup>.

## Support Case Life Cycle

All reported support cases go through a standardized life cycle. The phases of the case life cycle include:

### Register at Bee360 Support

If you have not yet registered, ask your Bee360 application owner to register your email address with Bee360 for support access. Please note that the number of possible registrations is limited according to the particular support plan.

### Collecting Information to Expedite Resolution

Providing us with background information about your issue will help us to understand your problem and to do some preliminary research before contacting you, making our interaction more effective and efficient. Therefore, in addition to the actual description of the problem, we ask you to provide the following information when opening the case:

- Name of Bee360 Instance
- Context
- Provide a brief description of the intended goal of the user's activity when the issue occurred.
  - Time the issue occurred (including the associated time zone)
  - Whether the issue is reproducible and how
- Provide exact name of logged in user in Bee360
- Indicate whether the user was using the Bee360 App or the Bee360 WebUI when the issue occurred.
- Describe as much detailed as possible the navigation path used immediately before the issue occurred
  - Software Versions of all relevant software components, at least
- Bee360 App Version



- Bee360 Web Version
- Bee360 Server Version
  - Time the issue occurred (including the associated time zone)
  - Steps taken thus far in remediation

### **Creating a Support Case**

To open a new support case:

- Use only your previously registered email address.
- Send a new email to support@bee360.com, with this address appearing only in the 'To' field.
- Do not add any additional recipients in CC or BCC.
- Start the subject line of your email with a clearly visible priority indicator according to the table in Section 'Understanding Case Priorities'.

Your email automatically generates a new ticket in our ticket system that is linked to your sender email address. Replies to your ticket will be sent directly from the ticket system to your sender email address.

### **Working the Issue**

A support engineer is assigned to your case and is responsible for it. The responsible Support Engineer works with you and takes the necessary steps to initially diagnose the problem and assess it. This may include – but might not be limited to - the following: Ask you for more information

- Ask you for more information (request for information)
- Ask you for specific debugging data from your computer
- Attempt to reproduce the problem
- Analyze the standard log files for the relevant period
- Verify software errors by our technicians

Based on the diagnostic result and the priority level, the support engineer will suggest either a solution within the scope of your support plan or additional steps that may be subject to additional remuneration. The latter may be due and include the following: Suggestions for workarounds and support with implementation and testing

- Development of special customizations or modifications to solve the problem
  - Involvement of your employees in further error analysis and correction (e.g. joint troubleshooting sessions with your IT team or individually affected users)
  - Involvement of highly qualified specialists
  - Working with you to involve relevant third-party software or hardware providers (if we suspect a problem in their product)
  - On-site support
  - Further support
- if the problem is due to incorrect operation or actions by the customer, the customer's agents or third parties
  - in the case of self-inflicted data loss or errors as a result of disruptions to connected systems on the customer side or internet connection
  - if the problem concerns extensions and adaptations of the product that have been individually developed for the customer



- if the problem is not caused by the instance provided by Bee360

### Responding to Your Support Case

If you wish to add something to your support case or respond to a question from your support engineer, please proceed as follows to ensure that your response is correctly received in the ticket system:

- Reply directly to the automatically generated confirmation of receipt or to the corresponding e-mail from your support engineer in your e-mail client or reply to the Reply-To address given in the e-mail header.
- Do NOT use the displayed sender address for replying.
- Do NOT write a new email.
- Please note that the subject line of a reply email is not displayed in the ticket system and is therefore not visible to the responsible support engineer.

If you don't follow the aforementioned points the addition to your support case might not be considered.

### Escalate a Support Case (Optional)

You can escalate a support case at any time by writing a corresponding response email to your relevant support case. Support escalations may occur because your expectations for resolution do not align with the outlined action plan and timeframes that follow the normal resolution process. The issue is escalated to the management team. The management team consists of senior staff or executives who are authorized to address serious issues and to allocate resources to resolve them.

### Close a Support Case

A case is closed when you confirm that a solution has been found, or when we have not heard from you within two weeks of a request for information and we have tried to contact you several times during this period. A case can also be closed without a final solution with your consent.

### Maintenance Windows

Routine maintenance work is carried out unannounced within pattern-based maintenance windows. This may result in brief periods of downtime. The underlying patterns for determining the maintenance windows can be requested from us (support case P4).

Planned maintenance work that cannot be scheduled in pattern-based maintenance windows will be announced in advance, if possible, with the following notice periods depending on the estimated downtime:

Estimated downtime	Notice period
Maximum of 2 hours	3 calendar days
More than 2 hours and up to a maximum of 4 hours	7 calendar days
More than 4 hours	30 calendar days

We will inform you at your registered email-address and/or in form of user notification within our software. You are responsible for a functional email-address.