



Trimble.

Cloud

POSPac Cloud

Service Level Agreement & Support Policy



Objectives

This Service Level Agreement & Support Policy ("SLA") accompanies (a) the POSPac Cloud Developer Agreement entered into between Applanix Corporation ("Applanix") and you ("Customer") and (b) the General Product Terms and other applicable terms and conditions set forth at <https://www.applanix.com/legal.htm> with respect to Customer's subscription to POSPac Cloud (the "Service"). This SLA describes the IT service and documented service level targets of the Service and specifies certain responsibilities of Applanix and Customer.

A. Service Level Agreement

Trimble offers the following service level agreement for the Service:

1. Target Availability.

Trimble will use commercially reasonable efforts to make the Service available with an uptime of 99.5% of each calendar month. The Service is monitored 24 hours, 7 days a week and 365 days a year. The monitoring operation consists of support analysts, engineers, monitoring experts, infrastructure specialists, site reliability engineers and service experts.

2. Exclusions.

The calculation of uptime will not include unavailability to the extent due to: (a) use of the Service by Customer in a manner not authorized in the Agreement or terms under which the Service is made available or applicable Service documentation; (b) general Internet problems, force majeure events or other factors outside of Trimble's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) third party systems, acts or omissions; or (e) Trimble's Scheduled Maintenance or reasonable emergency maintenance. "**Scheduled Maintenance**" means Trimble's scheduled routine maintenance. As part of the new High Availability (HA) design, most scheduled maintenance and patching activities are now expected to occur without observable downtime. However, in rare scenarios where temporary service impact is necessary, Trimble will still continue to provide at least twelve (12) days notice if downtime exceeds 5 minutes. Scheduled Maintenance will not exceed one (1) hours per month.



3. Credits

Customer will not be entitled to any service credits for any failure of the Service to meet Target Availability in a particular month.

B. Support Policy

Trimble offers support services ("Support") for the service in accordance with the following terms:

1. Support Resources

Email: techsupport@applanix.com
Phone: +1 289 695 6162
Website: <https://www.applanix.com/contact.htm#support>
Support Hub: <https://applanix.force.com/support/s/>

2. Support Hours

Weekdays:
Eastern Standard Time (EST): 09am - 5pm
Central European Time (CET): 09am - 5pm



3. Self Service - Status Page

Customer can visit the Status Page for POSPac Cloud Service:

<https://trimble-applanix.status.page/>

Applanix routinely publishes the status of its POSPac Cloud Products on the Status Page. Please verify outages, maintenance and incident reports below. This is a Health Status Page of the POSPac Cloud Products:

- POSPac Cloud API for Integrators/OEMs
- ApplanixPPK Web Application for direct Users
- POSPac Assure Web Application

Customer can subscribe to this service on the Status Page in order to obtain service status notifications. These are notifications for unplanned or planned (maintenance) outages.

4. Incident Submission and Customer Cooperation

Customer may report errors or abnormal behavior of a Service (“**Incidents**”) by contacting Trimble as set forth above. Customer will provide information and cooperation to Trimble as reasonably required for Trimble to provide Support. This includes, without limitation, providing the following information to Trimble regarding an Incident:

- Aspects of the Service that are unavailable or not functioning correctly
- Incident’s impact on users
- Start time of Incident
- List of steps to reproduce Incident
- Relevant log files or data
- Wording of any error message
- Incident ID# (when specified by Trimble)



5. Incident Response

Trimble's support personnel will assign a priority level ("Priority Level") to each incident and seek to provide responses in accordance with the table below. Each incident whether raised by a customer or through a monitoring tool will be assigned a priority. If the ticket comes in via a monitoring tool then a Level 1 Agent will triage it and amend it if the priority does not reflect the true business impact.

Priority	Description	Resolution Target
P1	A Major Incident (critical business impact) where a production service outage or severe degradation has occurred - no workaround available - impacting all customers, needing immediate attention.	4 Hours
P2	Service is responding and functional but performance is severely degraded and/or Incident has potentially severe impact on operation of the Service for large numbers of users; Support or development assistance needed for workaround.	Next business day
P3	Non-critical issue; no significant impact on performance of the Service but user experience may be affected; workaround is available.	Within 10 Business Days
P4	Informational inquiries/enhancement requests.	90 days



6. Exclusions

Trimble will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service by Customer in a manner not authorized in the Agreement or terms under which the Service is made available or the applicable Service documentation; (b) general Internet problems, force majeure events or other factors outside of Trimble's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; or (d) third party systems, acts or omissions.