



GROW WITHOUT LIMITS

Subscription Plan Agreement

2020

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1. Service Level Agreement

1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between the CUSTOMER who has acquired the **Subscription Plan** and **ZEVENET SL**, identified by the DISTRIBUTOR in the present contract, in order to provide software updates and software product upgrades to the CUSTOMER by the DISTRIBUTOR, thereby ensuring that the customer will always have updated ZEVENET appliances.

This agreement is contingent upon each party and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2 Objectives of Service Level Agreements

- To create an environment which is conducive to a cooperative relationship between CUSTOMER and DISTRIBUTOR to ensure the effective support for ZEVENET SL.
- To document the responsibilities of all parties taking part in the agreement.
- To ensure that CUSTOMER achieves the provision of a high quality of service.
- To define the commencement of the agreement, its initial term and the provision for reviews.
- To define in detail the service to be delivered by DISTRIBUTOR and the level of service which can be expected by CUSTOMER, thereby reducing the risk of misunderstandings.
- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data.
- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels.
- To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above.

1.3 Period of Agreement

This agreement will begin on the date specified in the official Sales Order or Invoice issued by the DISTRIBUTOR and will be continued as set forth in them.

Once the CUSTOMER starts the process of acquiring or renewing this service plan, it's assumed that this agreement is fully agreed by both parties.

1.4 Review Procedure

This agreement will be reviewed every year, or at a mutually agreed date, between CUSTOMER and DISTRIBUTOR. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both parties.

During the renewal process, the CUSTOMER will receive several notifications and draft invoice in the last month of the service. Once the CUSTOMER acknowledges the service renewal through a Purchase Order or an Invoice, the service will continue without disruption to the next year(s).

In the case that the renewal confirmation from the CUSTOMER is delayed within the next 3 months since the service expiration date, the DISTRIBUTOR could renew the service with the renewal discount and without disruption of the service.

1.5 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both CUSTOMER and DISTRIBUTOR. In the event of a discrepancy between actual and targeted service levels both CUSTOMER and DISTRIBUTOR are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

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Service feedback reports will be provided by the CUSTOMER to the DISTRIBUTOR via email to sales@zevenet.com or ZVNCentral Support Portal.

1.6 Complaints

All complaints in regards to the operation of the assistance service, including:

- expected level of services,
- actual service offered and delivered,
- personnel responsible for providing or administering the service,
- any other issue relating to this document or the relationship between CUSTOMER and DISTRIBUTOR,

received by either party will be forwarded in writing and distributed concurrently to the signatories of the given Invoice or Sales Order. The intent is to ensure thorough, timely and open resolution of all such problems.

2. Customer Responsibilities

2.1 Functional Overview

In order to provide a service for the registration, referral, and resolution of all the support services related faults and queries (of the supported products only) encountered by system administrators to the DISTRIBUTOR, the following specific responsibilities have to be supplied:

- Provision of, at least, one contact, Help Desk or similar facility. Mailing list would be recommended.
- Once reporting an issue, extract the information of the symptoms and detailed data about questions or problems reported.
- Provide the system architecture details referring to the load balancing services and the number of nodes installed at production and development environments.
- Timely referral of faults to DISTRIBUTOR as per method detailed.

3. Distributor Responsibilities

3.1 Functional Overview

The DISTRIBUTOR is a provider of computing services based on open source software and software maintenance to the CUSTOMER.

The responsibilities supplied by the DISTRIBUTOR are:

- Provide an online system to access the software updates and upgrades.
- Provide a system to control the service levels of every appliance or node with the software.
- Protect the sensible data of CUSTOMER and keep it secure according to the current laws.

3.2 Hours of Operation

The updates and upgrades will be always available and accessible per node or appliance.








4. Supported Products/Applications/Systems

4.1 Supported Devices

The DISTRIBUTOR supplies professional support for all ZEVENET platforms and formats, whether they are physical or software based devices published in the official sites.

4.2 Subscription Plan Benefits

The Subscription Plan service is a yearly renewable per ZEVENET appliance (or deployment) service plan, which includes the following benefits.

ZEVENET Support Benefits	Subscription Plan
Service Scope	
Software Updates Latest ZEVENET software releases available, Community and Enterprise.	
Software Product Upgrades Downloads of full system upgrades available.	
Platform Supported Virtual, hardware, bare metal, cloud or microservices platforms supported.	
Dedicated Engineer Direct contact with ZEVENET Engineers.	
Assistance Cases Reporting of issues to be analyzed by our Team.	
Cybersecurity Services Remote services available to be up to date with security lists, signatures and real-time threat detection for the IPDS module.	
Maintenance	
Instant Hotfixes Hotfixes are provided without waiting for the next release.	

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Security Analyzer Security tools to detect and fix weak configurations or security threats in your appliances.	✘
Packages Repository Quick and easy appliance update through remote repositories.	✔
Hotfixes Ensuring your appliances are free of bugs instantly to avoid zero-day attacks.	✘
Features	
Latest developments Ensure you have the latest developments and new features.	✔
Development proposals Your proposals will be heard to be included in the development roadmap.	✘
Resources	
Support Portal Web tool to have access to contact with our Support Team, cases reporting, software and document downloads, and more.	✘
Security Advisories Security threats and mitigation notifications.	✔
News Be up to date with our latest news every quarter.	✔
Knowledge Online and updated high quality knowledge base and technical articles.	✔

4.3 Supported Software

The supported software by the DISTRIBUTOR includes the ZEVENET products, a complete limitless load balancing solution based on an open source appliance, all current versions and the new upcoming ones.

4.4 Communication Resources

The CUSTOMER will be notified about news and updates via mass mailing.