



H.R.Z. Customer Care Plan

Overview

H.R.Z. is committed to provide customers and partners with the most comprehensive and qualified customer care. Whether you have recently deployed a new H.R.Z. software solution or require ongoing support for H.R.Z. software products, our customer care team delivers customer-oriented support ensures you get the most out of the H.R.Z. products you have purchased.

H.R.Z. Customer Care Plan provides the following main benefits:

- Regular updates and bug fixes.
- Software upgrade, including major releases.
- License reissue when replacing server hardware.

The intent of this document is to set forth the terms and conditions that shall apply with respect to sales by H.R.Z. of customer support coverage to entities, such as individual enterprises, H.R.Z. Value Added Resellers, System Integrators and Master Distributors (each, a "Customer"). This document shall not be constructed to have changed any of the terms and conditions of purchases (or framework agreements) that have been previously agreed between the parties.

Support services described in this document are delivered for the life of the agreement (coverage period) and is renewable annually. Details are provide below.

To receive technical support by H.R.Z. Services as described in the H.R.Z. Technical Support section below, you must: (i) provide the valid product key when log into the system and (ii) Have an active customer care coverage for the related product.

Customer Care Terms and Conditions

Customer Care Fees

Customer care fees are due and payable annually in advance of the support period, unless otherwise stated in the relevant order. Customer care is effective upon the date of delivery of the software activation key or at the payment date for Customer care renewal for Customer install base software. H.R.Z. Customer care terms, including pricing, reflect typically a 12-month support period, but longer periods are available (known as the "Customer Care period").

Once placed, your order for Customer Care Plan is non-cancelable and the sums paid non-refundable. H.R.Z. is not obligated to provide Customer care beyond the end of the plan period.

Matching Service Levels

Support is not transferable from one unit to another.

The 9x5 Support Program includes:

Level 2-4 remote technical support for a 12-month period for deployed products. Available during normal business days and hours, Monday-Friday, 8:00 AM – 5:00 PM (IDT UTC +3, Holidays excluded).



Support Responsibilities

Customer - Level 1 (Operational Support)

1. Integrate the product in accordance with supplier's instructions as set forth on the applicable documentation, or as otherwise provided in writing to Customer by supplier's maintenance personnel ("Maintenance Personnel").
2. Provide the Maintenance Personnel with reasonable access to the product as well as to the data (e.g. DICOM files) and log files relating to the operation of the product;
3. Not allow anyone other than a supplier authorized technician directly or indirectly, maintain, repair, modify or alter the product or any component thereof without the prior written approval of supplier.
4. Perform installation, configuration and provisioning-related activities (support from H.R.Z. for such activities is available and can be purchased separately)
5. Make reasonable best effort to solve the problem.
6. For problems that cannot be resolved, initiate support ticket for service via [Support Portal](#) and assist in collection of all required relevant data, logs, traces and files for the ticket.
7. Perform on-site support activities when necessary.
8. Distribute and implement software patches, fixes, updates and major releases only for subject product (i.e., product that is cover by contracted services).
9. Back up configurations and certificates on a regular basis and provide them to H.R.Z. personnel, in order to restore the configuration.

H.R.Z. - Level 2-3 (Product Support)

1. Handle ticket and resolve remotely product-related problems that cannot be resolved by Customer (excluding installation, configuration and provisioning related activities; support from H.R.Z. for such activities is available and can be purchased separately).
2. Perform analysis of logs, traces and dumps.
3. Provide status updates to Customer. Follow up on status until ticket is closed.

H.R.Z. - Level 4 (Engineering Support)

1. Develop test and release software corrections.
2. Provide permanent solution.

Customer Care Ticket Handling

Priority Levels.

The priority level given to a support ticket is based on the information provided by the Customer in the field Priority Level (Service Impact) and is defined as follows:

1. Urgent
 - a. System is down or service is unavailable or severely degraded.
 - b. Safety issue.
 - c. No work around exists
2. High
 - a. Service affected.
 - b. Ability to administer the product is lost.
 - c. No work around exists
3. Medium
 - a. Ability to administer the product is affected and work around exists.



4. Low
 - a. Not affecting service or performance.
 - b. General questions, information documentation or software request.

Case response SLA for the above priority levels

1. Urgent
 - a. Same business day for case open by 15:00 (IDT UTC +3, Holidays excluded).
 - b. Phone number to call or leave a voice message for URGENT cases: +972-3-5443138.
2. High
 - a. Same business day for case open by 15:00 (IDT UTC +3, Holidays excluded).
 - b. After 15:00, next business day.
3. Medium
 - a. Within two business days.
4. Low
 - a. Within five business days.

Customer Care Plan Purchase and Renewal

Customers can add Customer Care Plan to their product(s) as follows: (1) for Products in which the Customer Care Plan is optional - during the first year after purchase of the relevant Product, and (2) for all other Products, no later than one year following the termination of the warranty / service period. If the Customer Care Plan is not purchased during the foregoing timeframe, a new software edition should be purchased.

Contact Information

1. Open a support case via [Support Portal](#)
2. For general queries, you can also send an email to the following email: service@roniza.com.
3. Information for all H.R.Z. Services can be find at www.roniza.com/support/.

Limitation of Liability

NEITHER H.R.Z. SOFTWARE SERVICES LTD. NOR ANY OF ITS EMPLOYEES AND LICENSORS SHALL BE LIABLE FOR ANY DAMAGES CAUSED BY THE SOFTWARE, INCLUDING BUT NOT LIMITED TO INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS OR BUSINESS OPPORTUNITY, LOSS OF SAVINGS, REVENUE, DATA, INCURRED BY CUSTOMERS OR ANY THIRD PARTY, EVEN IF DEVELOPER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN CASES WHERE STATE OR COUNTRY LAW DOES NOT ALLOW SUCH LIMITATION THE LIABILITY SHALL IN ANY CASE BE LIMITED TO THE PRICE PAID FOR THE SOFTWARE.