## Welcome to your Support policy

## Sec. 1 PREMIUM Policy

The Premium service has the following benefits:

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User and password of Aranda Platform

Attention to incidents via telephone, email, Microsoft Teams, AnyDesk or Aranda from Monday to Sunday

Invitations to Informative events and notification of updates

Remote courses on the application or its updates

Application manuals

Work team of dedicated consultants

Service and support for the installation of updates or corrective / preventive maintenance to the application

Agreements of service levels determined by the corporate (SLA)

Resource (in plant) from monthly equal

Compliance indicators (KPIs) under contract

Attention to incidents 24/7

Bank of development hours for improvements or adjustments (30 hours)

Tax advice (24 hours)

Scaling matrix

# Tiered Service

Not all our clients have the same needs, which is why we created the Tiered Service Policy solution, which can be contracted as an option.

### To report an incident remember that the options are the following:



Support Portal https://mesadeservicio.ateb.com.mx :8026/USDKV8/#/login/

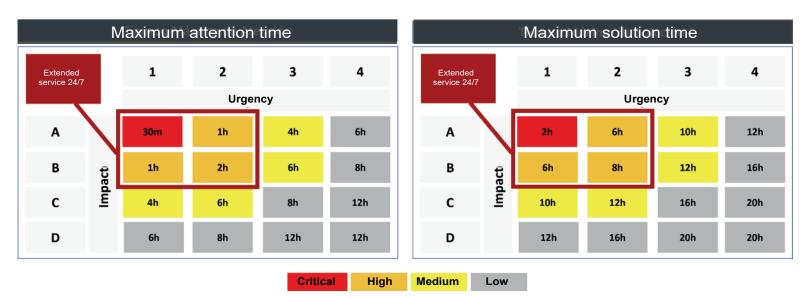


Our email soporte.escalonado@ateb.mx



Our phones 5118 0300 ext. 1009

## Support's SLA



Hours of operation of this policy is from Monday to Friday from 8:00 a.m. to 8:00 p.m.

# PREMIUM Service

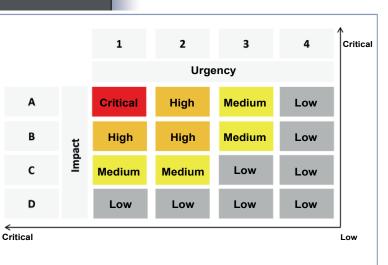
#### IMPACT

A. Workflow stopped. Loss of a critical system or service. Request for access to a system or service that performs a work that is critical to the business. Unable to do main work assignment.

B: Workflow hampered, that is, a problem with a critical system or service, or severe performance degradation. Serious interruption of primary work.

C: Problem or service interrupted in a non-critical business function, it may work on the primary work assignment, but the response is slower than normal or it may not work on the non-primary work assignment.

D: Doubts or errors in the system configuration. Doubts about parameters or variables of the system. Doubts or mistakes about the daily operation.



## SLA's matrix

#### URGENCY

1: The impact has already occurred or will occur in the following hours. + - 72 hrs. at the end of each month.

2: The impact will occur at the end of the day or current shift + - 72 hours of the fortnight of each month.

> 3: The impact will occur within the following days.

4: Currently there is no impact forecast. Delivery date agreed.

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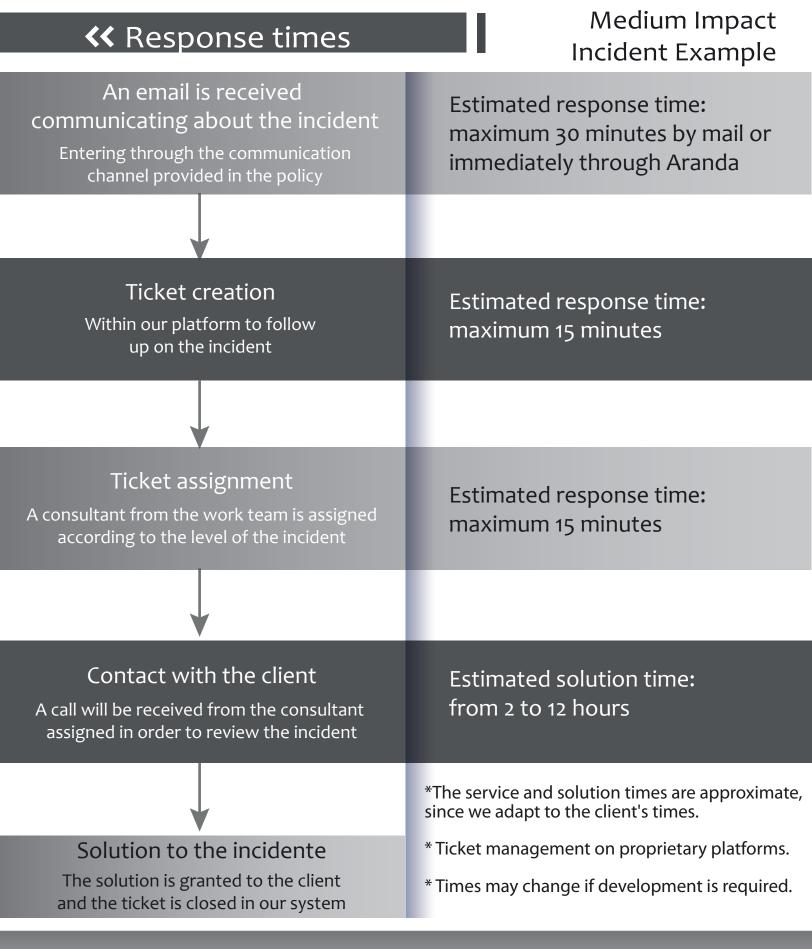


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