

CargoWise Next™ | Support and Incident Management Policy

1. Defect

- 1.1. WTG will categorize and prioritize failures of the Application Suite into four (4) categories based on severity and impact on the Customer's business. Those categories are: The Application Suite cannot be accessed by any staff on any workstation ("**CR1**"); or an entire module cannot be accessed by any user on any workstation ("**CR2**"); or a single function is unavailable or not working as documented in the Product Documentation or has changed from its previously correct behavior and no viable workaround or manual alternative exists ("**CR3**"); or as with CR3 however, a viable workaround or manual alternative exists ("**CR4**").
- 1.2. WTG will treat incidents categorized as CR1, CR2 and CR3 as Critical Incidents and give priority in accordance with its severity. WTG, at its sole discretion, will be entitled to defer the correction of CR4 incidents to a New Release of the Application Suite.

2. Feature Request

- 2.1. If Customer proposes that WTG enhance the functionality of the Application Suite, ("**Feature Request**") the Customer must, as a part of that Feature Request or when requested by WTG, provide WTG with written details including diagrams, screen shots, business rules, estimated business value, requirements and benefits, legislative or regulatory or such other requirements that are the basis of the Feature Request. In considering, creating, quoting and delivering such Feature Requests, WTG will be entitled to charge for its services as offered initially in a preliminary estimate and then in a Service Order. A preliminary estimate or Service Order may include a cancellation fee payable by the Customer in certain circumstances.

3. Enhancement

- 3.1. When an Incident Report refers to the creation of a new capability or the enhancement of an existing capability within the Application Suite WTG will categorize such an Incident Report as a Feature Request and not as a Defect, regardless of the nature, importance, legislative or regulatory need.
- 3.2. WTG will not, in the interest of the Application Suite's stability, place enhancements or Feature Requests into released versions of the Application Suite and will only provide Defect fixes to versions already in production use to ensure operation as specified in the Product Documentation or to confirm with an existing capability formerly working correctly in a previous release.
- 3.3. WTG retains complete discretion and control over the appearance, design, feature set, functionality and programmatic behavior and all other aspects of the Application Suite.

WTG may, at its sole discretion, offer the Customer a rough estimate and then quote for any development or other change for which the cost of development, testing, documentation, project management, maintenance and any other related costs will be borne by the Customer. When setting delivery priority, WTG will, at its sole discretion, commence and complete Customer funded development prior to commencing work on unfunded feature requests.

4.Support

- 4.1. WTG provides a Help Desk Response service in the form of advice via the interface into WTG's Incident Report system ("**eRequest**"). No other method of lodging a Help Desk Response request is valid including but not limited to facsimile or email or phone. Should the Application Suite be unable to send an eRequest, the Help Desk Response request can be lodged, on an exception basis, solely by telephone to the published WTG support number in the region the Customer's facility is located. The Customer must use 24x7 Service for Critical Incidents only. If non-Critical Incident reports are made outside of the Support Day, WTG will be entitled to defer those reports until the next Support Day.
- 4.2. After making an Incident Report the Customer must, if requested by WTG, immediately give WTG a well-documented example of the Defect or error.
- 4.3. The Help Desk Response will result in WTG fixing any Defect within the Application Suite, error or problem substantially related to the operation of the Application Suite.
- 4.4. When the Customer makes an Incident Report, WTG will provide an incident number to the Customer and each party will reference this number in all related communications.
- 4.5. WTG will make commercially reasonable efforts to respond to an Incident Report within four (4) hours. The response will involve contact by WTG with the Customer to establish the nature of the problem but may not include the full resolution of any Defect. Priority and timing of response of critical incidents will be provided.
- 4.6. At the request of the Customer WTG may deliver various updates, patches, New Releases and related services for the Application Suite to the Customer's test or Production Environments. The Customer must maintain and run the Application Suite's program that sends and receives emails, faxes and Incident Reports, updates and other critical communications (**Email Processor**) and provide appropriate POP3 and SMTP email accounts in order to facilitate the automation of these requests and other Application Suite functionality. The Customer must apply the updates, patches and releases delivered to the test or Production Environment at a time of its choosing or if using CargoWise Cloud these will be applied in accordance with CargoWise Cloud procedures. If the Customer does not have the Email Processor correctly configured and operating, WTG may be unable to deliver services under this Agreement and the Application Suite may not function correctly.

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