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**STATEMENT OF WORK**

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Motive Maintenance and Support Services

Services Description for [CUSTOMER]

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# SOFTWARE SUPPORT SERVICE

This Statement of Work (“SOW”) describes the deliverables, the Parties’ respective responsibilities and other conditions applicable for the provision of Software Support Service (“Support Service”) by Motive (“Motive”) for [CUSTOMER] (“Customer”). No obligation to provide any of the Services described herein arises unless an order for such Service, incorporating the terms of this SOW, has been placed by Customer and accepted by Motive. In the event of a conflict between the Terms of the Agreement (as they pertain to the provision of the Support Services) and this SOW, this SOW shall prevail with respect to the subject matter contained herein.

Motive’s performance of the Services described below is subject to the assumptions, Customer’s dependencies, exclusions and other conditions identified in this document.

Motive’s performance of the Services described below is subject to the assumptions, exclusions and other conditions identified in this document.

All software that is ultimately provided in connection with the Service including, without limitation, Maintenance Releases, Patch Releases or workarounds, are licensed subject to the same terms, restrictions, and limitations as contained in the licenses under which the original software was acquired.

# SERVICE DESCRIPTION

Service consists in providing the Customer with Remote Access within the agreed response times for the relevant Supported Product as well as the following services provision of responses to product-related questions, troubleshooting assistance, diagnostic procedures, investigation of suspected software defects; provision to remedy to errors and malfunctions; provision of Patch- and / Maintenance- Releases as may become available.

# DELIVERABLES

|  |
| --- |
| Motive deliverables  |
| Access to product specific customer support content. Content may include technical product support information, subscription services, and other facilities, all provided in English language. |
| Access to Patch Releases, or Maintenance Releases for Supported Products, for non-End of Life Software versions, when available, and according to the life cycle defined for each Supported Product. |
| Access to current Release documentation, describing improvements, minor enhancements, fault corrections as well as standard installation instructions and procedures for Patch Releases or Maintenance Releases in electronic format. |
| Provide Customer access for opening Ticket Requests, according to agreed service level. |
| Confirmation of Customer's Ticket Requests |
| Troubleshooting of problems, via phone, or virtual private network, down to Supported Products component level, or sufficiently to exclude Supported Products as the root cause. |
| In the event of service disruption, providing support via phone, or virtual private network for restoring Supported Products to operational status by identifying defective hardware components (if the impacted Hardware component is included on the Supported products list and the customer as a valid HW maintenance contract with Motive) or providing software and/or procedural workarounds, where feasible, for non-end of life Supported Products  |
| Provide resolutions to problems by providing software and/or procedural workarounds, where feasible. |
|  In case of material issues affecting the service performance (i.e errors or malfunctions in the Software) provision of corrective action to restore product performance. Such corrective action may, at the sole discretion of Motive, initially include temporary patch changes followed by further modification of the Software to achieve removal of such material errors or malfunctions. |
| Provide answers to technical queries and requests for information, relating to operational problems experienced by Customer in its daily network operations and maintenance. |

# SUPPORTED PRODUCTS AND SOFTWARE

This Service covers Supported Products installed and integrated by Motive and listed on the Supported Services List.

This Service is:

1. intended for Supported Products (as defined in the “Definitions” section below and/or further identified in the section/appendix “Supported Products List”) deployed in a commercial communications network and
2. for Supported Products with a Customer valid Software license covering the in-use features and peak used capacity and
3. provided for issues detected in said Supported Products that are demonstrable in the currently *Supported Software releases*, running unaltered, and on an appropriate run-time-environment as specified by Motive.

*Supported Software releases* are defined by the life-cycle specific for each Supported Product or product line. At any time, Motive may inform the Customer of changes on the life cycle or upcoming and existing end of life Software releases.

## Software Maintenance Release (Update)

As permanent solutions or fixes for known Software problems are developed, they will be incorporated into planned Software Maintenance Releases or in the next Feature Release under development. Decisions of which versions of software will be updated, and whether to include a correction in a Maintenance Release as opposed to including it in the next Feature Release, rests in Motive's sole discretion.

Customer is obligated to have the most recent Software Maintenance Release offered by Motive for the services provided to Customer. Motive will not be obligated to support and maintain Software versions older than the most recent Software Maintenance Release

## New Software Releases (Upgrades)

New Software Releases or Major Releases (Upgrades) are not provided as part of the maintenance & Support Plan. The Customer is expected to purchase Major Releases with its installation services separately from Motive to stay withing the Supported Software releases and current on the latest security and service enhancements.

# SERVICE LEVELS

Service Level defines the service delivery targets as well as the relevant Service Hours and service access methods available to the Customer. All requests for assistance from the Customer are considered as Ticket Requests.

## Ticket Request Classification

To classify a request, Motive technical support personnel will confirm with Customer the impact of the reported problem to determine an appropriate classification (“TR Classification”). Where the parties disagree on the classification of a particular reported problem, Customer and Motive technical contacts will discuss the classification in good faith to reach a mutually acceptable classification. In the event the parties are unable to reach agreement on the classification, Motive reserves the right not to consider the reported problem in the overall SLA performance targets.

Severity definitions for a Ticket Request

|  |  |
| --- | --- |
| **Critical** | Severity “Critical” issues are conditions under which a software/feature is inoperative and Customer is unable to use the licensed product/service thus having a critical effect on Customer’s operations. These are conditions that severely affect the primary functionality of the respective product such as:* product inoperability
* a significant reduction in the performance, i.e., traffic/data handling capability, such that designed-for loads cannot be handled
* any loss of emergency capability (e.g. emergency calls, duplex failure)
 |
| **Major** | Severity “Major” issues are conditions under which a software/feature is partially inoperative but is still usable by the Customer.The product is usable, however, there is an issue that seriously degrades the product operation, maintenance or administration, etc., and requires attention during pre-defined standard hours to resolve the situation. The urgency is less than in critical situations because of a lesser immediate or impending effect on service performance, Customers and the Customer’s operations. Examples for “Major” severity issues include :* reduction in product’s capacity (but still able to handle the designed-for load), i.e. simplex failure (loss of redundancy)
* any loss of administrative or maintenance visibility of the product and/or diagnostic capability
* repeated degradation of an essential component or function
* degradation of the product’s ability to provide any required notification of malfunction.
 |
| **Minor** | Severity “Minor” issues are conditions under which a software/feature is usable by the Customer, however, it features limited impairment on the function(s) of the system. The condition is of a lesser severity than Critical or Major and is does not have critical effect on the overall Customer’s operations and/or does not restrict such operations. By default, all issues occurring on non-production environments should be registered as incidents with minor priority, unless stipulated otherwise in the customer contract~~.~~ |
| **Information Request** | An Information Request is any product/technology related question that is not related to a reported problem with the Motive product or technology. An Information Request requires a response to a request for information rather than a resolution of an underlying issue or a problem. |

## Service Delivery Outcomes

The following outcomes of the service delivery are to be used in assessing Motive’s service performance. The service delivery targets in section 5.4 indicate the applicable SLA.

|  |  |
| --- | --- |
| **Initial response (Critical)** | Motive's service engineer attempts to contact Customer, typically via phone or email after initially reviewing the case. |
| **Initial response****(Major and Minor)** | Response sent by Motive’s service engineer or ticketing system, after initially receiving the case. The information communicated in the Initial Response typically includes the name of the contact person who will be handling the matter, the case identification details, a determination of the severity classification of the case, and possibly any requirements for additional information needed from the Customer about the nature of the reported problem. |
| **Restoration (Critical, Major, Minor** | Neutralization of the impact of Customer’s supported products in the event of service disruption, where either part or all the supported products services are not available. |
| **Solution****(Critical. Major, Minor)** | A procedural solution, or modification, or answer to address the respective issue is made available to Customer. If the Solution is for a Software defect that requires a Software patch or package, the target shown is when the Software package that corrects the reported problem is made available. |
| **Solution (Information Request)** | A clarification and qualified answer to the question, containing information related to operational problems experienced by Customer in its daily network operations and maintenance activities. |

## Access Methods

Customer’s access to Service are as follows:

|  |  |
| --- | --- |
| **Service** | **Access to Service** |
| Critical  | 24/7, phone |
| All other | 8/5, phone, email, web |

## Service Delivery Targets and Service Hours

The following Targets shall apply to service outcomes in response to a Ticket Request within the scope of Service:

Service Level: Gold Support (production systems)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Product** | **Severity** | **Initial Response 1)** | **Restoration****2), 3), 4)** | **Solution 3)** |
| **Software Support Service** | **Critical** | 30 M | 8 H | 45 CD |
| **Major** | 1 H | 12 H\* | 90 CD |
| **Minor** | NBD | Not Applicable | Next Release |
| **Information Request** | Not Applicable | Not Applicable | Not Applicable |

\* for major incidents with outage

|  |
| --- |
| Support Hours: * 24/7 for Critical Ticket Requests
* Monday – Friday 9 AM to 5 PM (customer local time) for Major & Minor Ticket Requests

**KPI Achievement Target: 90%** |
|  |

Service Level: Gold Support (non-production/lab systems)5

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Product** | **Severity** | **Initial Response 1)** | **Restoration****2), 3), 4)** | **Solution 3)** |
| **Software Support Service** | **Critical** | 4 BH | NT | NT |
| **Major** | 8 BH | NT | NT |
| **Minor** | NT | Not Applicable | NT |
| **Information Request** | Not Applicable | Not Applicable | Not Applicable |

**Legend**:

**M** Minutes

**H** Hours

**BH** Business Hours of applicable Motive technical support facility

**NBD** Next Business Day of applicable Motive technical support facility

**CD** Calendar Day

**NT** No Target. Motive will use commercially reasonable efforts to perform the corresponding activity, if feasible at Motive’s sole discretion.

Service delivery performance target is 90 (ninety) percent for production systems. Performance is calculated by using a rolling average over 12 (twelve) months as follows:

For all outcomes, due within a calendar month:

(closed within the calendar month / due within the calendar month) x 100%

Customer Dependencies: Please note that Remote Access to impacted systems in the network is a mandatory requirement in order for Motive to be able to effectively investigate and provide a Restoration or Solution delivery within agreed time periods. Service delivery targets are not considered while there is no Remove Access.

Specific Notes (referenced in table):

**1-** Critical Ticket Requests shall be opened by phone. For Major, Minor Ticket Requests or Information Request can be opened via the web ticketing application provided by Motive. The customer acknowledges and agrees that 5 minutes will be added to all Respond targets submitted via Motive’s online ticketing system. For Major and Minor Ticket Requests sent to Motive via email (using the provided Motive Support email alias), Customer acknowledges and agrees that 60 minutes will be added to all Respond targets.

**2-** Restore targets only apply to outage conditions (service or functionality) that can be entirely neutralized remotely. Customer personnel is required to be on-site during restoration.

**3-** Target does not apply when Supported Products are not installed in redundant configurations (if available); are End of Life or running above the licensed capacity.

**4-** If Customer requires a service window (i.e. scheduled downtime of the network) to address a reported problem, the scheduled interval will not be included within the Restore time, since during the scheduled period Motive cannot perform activities.

**5-** KPI Achievement target for lab/non-production Support Tickets are not applicable to the Service.

If on-site intervention is required to resolve a hardware problem (e.g., replacing a faulty Supported Products), provided that the hardware product is in scope of this SOW and listed on the Supported Products list (with an active Customer hardware maintenance contract with Motive), the Restore/Restoration target shall be temporarily suspended during that time period. It will resume once the hardware problem is corrected (e.g., a new or repaired Supported Products is installed in the network).

## 5.5 Service Delivery Targets and End of Life

If Customer requires Remote Technical Support under this SoW for a Supported Product for which the Feature Release or Maintenance Release is at end-of-life, Motive will redirect the service request to Life Extender Service provided that the Customer has purchased such support additionally to this service (i.e. under a separate contract and SLAs). Otherwise, Motive reserves the right to reject the service request due to service level defined in this SoW not being applicable to end-of-life product releases. If Motive does accept the service request under this SoW, the SLA tables of the Supported Product in this SoW shall not apply to the service response provided by Motive and any actions taken to provide Remote Technical Support shall be exempt from service performance targets.

# Customer RESPONSIBILITIES, ASSUMPTIONS AND DEPENDENCIES

|  |
| --- |
| Customer responsibilities |
| Ensure that only Customer’s personnel that are trained by Motive on the relevant Operations and Maintenance procedures in relation Supported Products are tasked with reporting a Ticket Request. Customer shall keep updated and shared with Motive both the list of a) eligible submitters and b) modifications to escalation chains and shall share these with Motive on a timely fashion every time such lists are updated accordingly. For the avoidance of doubt, If an eligible submitter is no longer working for the Customer, the Customer shall inform the Motive accordingly immediately  |
| Ensure adequate availability of employees which are trained by Motive on Operations and Maintenance of the Supported Products to assist Motive’s personnel. This may include, without limitation, assistance in performing additional tests, and gathering additional information. |
| Ensure that the Supported Products are, continuously installed, configured, operated, administrated and maintained in accordance with Motive’s applicable installation, configuration, operation, administration, and maintenance specifications and recommended best practices by Motive. |
| Ensure the System provisioning and administration tasks, examples below : - system access, credentials management, network maintenance and configuration (Routers, Load balancers, Firewalls, etc)- system security- setup of applications, - monitoring and Maintenance of the applications, infrastructure, Operating System (OS) and Databases (DB). |
| Ensure the implementation of all software updates, firmware updates and hardware changes required by Motive or manufacturer’s security updates  |
| For the Supported Products, Customer shall provide its own means to install fixes, patches, and updates, as and when made available by Motive. |
| Maintain a procedure external to the software programs for regular back-up (Database and software, configuration) and for reconstruction of lost or altered files, data, and/or programs. |
| Ensure that adequate resources are made available to Supported Products, as defined in Supported Products’ documentation. In case of a software only product, the resources include, but are not limited to, CPU, memory, I/O bandwidth, storage and network communication response times.Hardware and resources audit – inspection of the Systems components i.e., connections, indication of normal operation. Monitoring and attending to need of capacity. |
| Set up infrastructure (including hardware, software and connectivity related) to access the product specific customer support content of the Motive web-site. |
| Provide to Motive expert the login credentials and procedures to access the Customer's network (via network management system(s) or directly to specific network devices) |
| Provide all information necessary for Motive to provide the Service without delay on the Supported Products. This includes, without limitation: identification of the releases of the Supported Products; network configuration and recent configuration changes; evidence of problem on the Supported Products; logs, traces and product diagnostic results for the Supported Products and for all the components of the environment of the Supported Products; evidence that resources allocation has been aligned with Supported Product’s needs, as defined in Supported Products’ documentation; actions already performed ; any information to help reenact the conditions under which the respective issue occurred. |
| When reporting an issue requiring resolution, include, as a minimum the following information: Severity Level of the issue , service disruption status, Supported Product name, contract number, submitter name & location, call-back telephone number and/or email address, system name & location, type and serial and/or license number, and alternate contact. |
| Perform initial problem diagnostics and analysis to isolate the problem to specific Supported Product. In the event of service disruptions, perform 1st/2nd line troubleshooting and correction attempts following the incident management process of network operations. |
| Permit Remote Access to affected systems for service engineers, using a mutually acceptable solution that reasonably meets the following characteristics:* is secure, for the purposes of protecting the Customer’s data
* performs at a minimum throughput of 20 MBytes/s in both directions
* provides a comprehensive view into the Customer’s Supported Product (e.g. Product’s Graphical User Interface)
* includes a mechanism to allow files to be transferred to Customer
* allows multiple connections (multi-session) for Motive service engineers, if required
* supports continuous automatic streaming of network data, or machine-initiated transfer of network data, to Motive.

The solution should not:* require a dedicated internet line
* require Motive to possess a token from Customer
 |
| Provide additional information within adequate time, proportional to Motive’s service delivery targets. Tickets service delivery targets (time) or service hours are not considered between the request for additional information from Motive and a satisfactory answer from the Customer. |
| Perform follow-up and implementation of instructions, guidelines or any remedial advice provided by Motive including installation of correction or corrective measures |
| Provide verification of the delivered solution or confirmation of system restoration and closure of TR within reasonable time, proportional to Motive’s service delivery targets. |
| Allow Motive to collect network inventory regarding the supported products or services, for performance and license analysis. |
| Alarms handling and Monitoring  |
| Customer shall not upload to the Motive Products or solution, delivery of, or otherwise direct via the Network any content that it knows or is reasonably assumed or expected to know that such :o Violates, breaches, or infringes the rights of any person anywhere in the world including and without limitation, unauthorized use of copyright text, images or programs, trade secrets or other confidential, proprietary information or trademarks or service marks.o Contains any virus, Trojan horse, or similar harmful element. |
| If any reported condition is determined by Motive to be the result of an issue attributable to unapproved by Motive modifications, unsupported Third Party Software or hardware or the result of other unapproved by Motive Customer action or Customer’ failure to comply with any of its obligations or dependencies listed above, Motive shall be entitled, at its sole discretion, to charge the Customer, for the Motive’s time spent diagnosing the respective issue and providing corrective answer, with fees on a time and materials basis or at such other rates as mutually agreed by the parties.  |

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| Motive responsibilities |
| Provide instructions and templates for gathering of information from incidents |
| Provide instructions for opening Ticket Requests. |
| Provide promptly the login credentials and procedures to establish access to the Motive's online customer support systems. |
| Provide deliverables stated in the Deliverables section, according to the targets set in the Service Levels section |
| In the event of a service disruption, provide continuous remote support for Customer’s personnel, until system operation is restored. In addition, keep involved Customer personnel and management informed and updated regularly until the situation is resolved. |
| Coordinate with Motive(s) of embedded third party software |

# CUSTOMER’S OBLIGATIONS

* Upon Customer being notified upon completion of Services (either by receiving a notice of completion or by being provided by Motive with the deliverable(s) specified in this SOW)
	+ The Customer shall have ten (10) calendar days from the day of receipt of such notice to notify Motive that the Services do not conform to the requirements described in this SOW.
	+ Provided that the Customer has failed to provide the above notice within the prescribed timeline, the concerned Services shall be deemed accepted.
	+ Motive shall be entitled to close the Ticket Request on the earliest of any of the following events:

1. the above prescribed period of ten (10) calendar days in Section A e has passed with no notice of non-conformance from Customer.

2. Customer’s acceptance; or

3. Customer's continued use of the Services after the (10) calendar days’ notice has expired.

* Customer shall promptly provide all required information requested by the Motive in relation to raised Ticket Requests. In case Customer is not responding to the requests for additional information, Motive is entitled to close the Ticket Request after three (3) failed attempts to obtain such from the Customer.
* Customer shall promptly apply the solutions provided by the Motive to address a reported problem’s measurements.
* Customer will be responsible for any delay caused in establishing satisfactory quality of Remote Access, which shall be deleted from the service performance measurements.
* Motive will reserve the right to charge an additional fee in the case of improper initial problem diagnostics and/or analysis to isolate the problem to specific Supported Product

# EXCLUSIONS

The Service does not cover the following:

* The Support Service does not entitle or support Customer to use optional or new software features resident in a Maintenance Release or Feature Release, except to the extent that Customer has separately paid the applicable license fees for the use thereof.
* Service delivery targets do not apply in situations where the Solution, as expected by the Customer, requires a change to the product specification.
* Open-source software, if any, that is distributed on an “as is” basis under the respective license terms., Motive disclaims any liability in relation to such open-source software, and
* Any software as such or software in respect of third-party equipment that Motive purchases or licenses from third parties and delivers to Customer, either as a sublicense or as a direct license from the third party in connection with, or as part of the delivery of Supported Products. In relation to such software, Motive undertakes to pass on to the Customer the respective maintenance undertakings and/or warranties given by such third parties.
* Pre-releases, or test-bed, trial or pilot releases of Software (which are expressly designated as experimental or preliminary) that may be offered to Customer from time to time. Such releases are provided to Customer for testing and other purposes than use in any revenue-earning or other primary business purpose, and such software is expressly agreed as being supplied on an "as is" basis.
* Access to Main Releases and Software releases (subject to separate licensing)
* The implementation services for Software Release upgrades. The latter need to be ordered separately by the Customer before the Products Software version reaches end of Life.
* Performing preventive maintenance for the Maintained Products.
* Repair or replacement of product components.
* Deployment services, integration services, custom modifications, or network expansion.
* Onsite service, installation service, preventive service, or coverage of third-party software.
* Corrections or system restore caused from malicious code or virus originating from the Operator network or due to Operator personnel activity.
* Creating or making corrections to Customer-specific reports.
* requests for Product enhancements
* Maintenance operations, including but not limited to system administration, system audits, backup and restore procedures, proactive monitoring, operational reports.
* Training of Customer staff.
* Security Updates for Operating System, Database or any SW component not listed as Supported Products
* Maintenance or repairs of accessories, attachments or any other devices not identified in this SOW.
* Furnishing of optional accessories or consumable supplies.
* Equipment certification efforts, as required per Motive’s policy on equipment not installed by an approved Motive installer, or lapse in maintenance coverage, or equipment that has been moved.
* Recovery of any lost data or expenses for reconstructing data lost during the performance of the Service.
* Support for custom software features not named in this SOW as Supported Products, that is, any features that are not present in the generally available version of the Supported Products.
* Providing Customer specific instructions for installation of Patch Releases or Maintenance Releases by Customer.
* Support for non-Supported Products, whether or not they reside on the same computing hardware platform on which Supported Products reside.
* Modifications, maintenance, or repair performed by any party other than Motive designated personnel, including changes, modifications or alterations not authorized by Motive in the Supported Products, the hardware, or the software environment in which the Supported Products operate including, without limitation, the introduction of upgrades or updates of third-party software or hardware that have not been validated by Motive.
* Database problems: If the condition is determined to be the result of corruption of the Supported Products’ database, and such corruption is not the direct result of the Supported Products, the condition will be referred back to Customer. However, provided that if the corruption is the direct result of, or exclusively caused by, the Motive’s Supported Products, Motive shall manage the restoration of the problem, at no additional charge; provided further, however, that Motive shall only be responsible for restoring data. The customer shall be responsible for providing Motive with the data that needs to be restored. Failing to provide the data backup in a usable format by the Customer will exempt Motive from any obligations for restoration of such. In such cases, if the Customer is interested in having the data restored, the Customer will be required buy additional services to recover the concerned data.
* Other/interfacing systems problems: If the issue is likely to be caused by systems other than the Supported Products
* Events due to Customer’s failure to continually provide a suitable operational environment with all facilities prescribed by the applicable product specifications document including, but not limited to, Customer’s failure to provide, adequate electrical power, air conditioning, or humidity, dust control.
* Accident: disaster, which shall include, but not be limited to, fire, flood, earthquake, water, wind, or lightning; transportation; neglect; or misuse.
* Use of the Supported Products in a manner which is not compliant with its specifications, operating instructions, or license-to-use,
* Support of Software running on either obsolete, with lower system requirements that recommended by Motive or End-of-Life Hardware.
* Support of a Supported Product that is operating on an end-of-life software release.
* Support of a Product that is exceeding the Customer purchased licenses.

# DEFINITIONS

“**Business Day (BD)**” refers to a normal full working day of Motive’s applicable technical support facility, except those days that are observed public holidays.

“**Business Hour (BH)**” means the elapsed 60-minute period where Service is to be delivered, unless otherwise specified, from 8:00 AM – 5:00 PM during the Business Day or from one Business Day to the next.

“**Business Minute (BM)**” means a minute of time where Service is to be delivered from 8:00 AM – 5:00 PM during the Business Day.

“**Calendar Day (CD)**” means Sunday, Monday, Tuesday, Wednesday, Thursday, Friday and Saturday and shall be inclusive of national, state or local holidays.

“**Hour (H)**” means any consecutive 60-minute (min) period.

 “**Hardware**” means all or any specific physical product manufactured by Motive and/or third parties.

“**Main Release**” means a Release that: a) introduces new functionalities, some of which may be subject to separate license and/or b) new solutions pertaining to issues corrections and/or resolution. This is made available by Motive as a deliverable of separate commercial agreement.

“**Maintenance Release**” means a Release containing SW corrections, made available by the Motive as a deliverable of Motive Support Service Agreement.

“**Minute (M)”** means any consecutive 60-second period

“**No Target (NT)”** means Motive will use commercially reasonable efforts to perform the corresponding activity, if feasible at Motive’s sole discretion

“**Patch Release**” means an unscheduled release containing SW corrections or other remedial measures, made available by the Motive as a deliverable of Motive Support Service Agreement.

“**Release**” means (unless the release type is specified) all Software release types supplied under this SOW.

“**Remote Access**” means the ability of Motive to login into the relevant Supported Products from a remote distance and to perform the Service and/or an audit once a data connection has been established between Supported Product and Motive’s support center(s).

“**Service Hours**” means the times when the work will be performed. Service Hours 8/5 means that work is done during normal Business Hours. Service Hours 24/7 means that work is done 24 hours a day, 365 days a year.

“**Ticket Request**” or “**TR**” means a transaction process initiated by the Customer for the delivery of Software Support by Motive. A Ticket Request will be considered valid when Motive formally acknowledges such request by providing the Customer with a Ticket Request identifier.

“**Software**” means any software, computer program, object code, listing or related material in machine-readable or printed form (including Third Party software and firmware), or any updates and modifications thereto, that are included in the Products or licensed separately, regardless of the form or media on which it is delivered, but excluding free and open source software and source code.

“**Supported Product**” means those products for which Software Support is purchased in accordance with this SOW and are specifically identified in the section/appendix “Supported Products List”. Different products or products additional to the number of Supported Products stated in this section are not covered in this SOW.

# APPENDIX: Supported Products List (SPL)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Product Name** | **Quantity** | **SW/HW Releases** | **Location** (Optional) | **Service Product** | **Service Level** |
|  |  |  |  |  |  |

**[END OF DOCUMENT]**