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Data Embassy®



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v4.2 End User License Agreement (EULA)

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SUPPORT

Definitions:

Problem: A Reproducible instance where Data Embassy does not substantially conform in accordance with the Documentation.

Reproducible: A repeatable test case that isolates a specific behavior in an approved operating environment specific in the Documentation. If a Problem is not Reproducible, Anonos will use reasonable efforts to identify and provide a maintenance modification or provide a Workaround to the Problem.

Workaround: a temporary resolution to a Problem.

Support Levels:

Level 0 Support: To receive support, You must always initially contact the support number indicated on the Order Form. The Authorized Distributor's personnel will then assess the source of the Problem, and, if the Problem relates to Data Embassy, the Authorized Distributor's personnel will log the call, verify entitlement to support, and route the inquiry to Anonos for resolution, and then close the matter out with You after Problem resolution.

Level 1 Support: Anonos will provide You with the following assistance via the Data Embassy Support Portal in English in response to initial notification of a suspected Problem by the Authorized Distributor: initial Problem analysis, determination of whether a solution is contained in the Documentation and closing the problem out.

Level 2 Support: Anonos will provide You with assistance via the Data Embassy Support Portal in

English in connection with: detailed installation problems, configuration issues, problem isolation, compatibility information, troubleshooting, and determination of whether there is a Problem, and closing the problem out.

Level 3 Support: Anonos will resolve Problems via the Data Embassy Support Portal in English that cannot be resolved with Level 2 Support or that are determined to be, or are highly probable to be, the result of a design or implementation defect (or related to compatibility because of complex interaction between Data Embassy and a third-party vendor's product approved for use in the Documentation).

Severity and Responsiveness:

Severity 1 Problem: an identified Problem that makes the continued use of one or more Data Embassy functions impossible (or severely restricted) on a critical system and prevents You from continued production or severely risks Your critical business operations. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within one (1) hour after receipt of a Problem report from Authorized Distributor. Start Time for Resolution: Upon receipt of the Problem report and Anonos' initial contact with You, Anonos will commence an immediate effort to verify, diagnose, replicate and resolve the reported Problem and provide continuous effort to arrive at Problem resolution.

Severity 2 Problem: an identified Problem that severely affects or restricts major Data Embassy functionality. The Severity 2 Problem is of a time sensitive nature and important to Your long-term productivity but is not causing an immediate work stoppage. No workaround is available, and operations can continue in a restricted fashion. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within two (2) hours after receipt of a Problem report from Authorized Distributor. Start Time for Resolution: Upon receipt of the Problem report and Anonos' initial contact with You, Anonos will commence an immediate effort to verify, diagnose and replicate the reported Problem and will use reasonable efforts to promptly provide You with a Problem resolution.

Severity 3 Problem: either: (i) a minor Problem that does not have major effect on business operations; or (ii) a major Problem for which a workaround that is acceptable to You exists. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within eight (8) hours after receipt of a Problem report from Authorized Distributor. Start Time for Resolution: Anonos will begin work on Problem identification and verification within two (2) business days of receipt of the initial Problem report from Authorized Distributor. Anonos will use reasonable efforts to provide You with a Problem resolution as soon as commercially possible and within a mutually agreed upon time frame to limit any adverse impact on You.

Severity 4 Problem: either (i) a minor condition or Documentation error that has no significant effect on Your operations; or (ii) requests for new feature suggestions, which are approved by Anonos as new functionality. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within the next business day after receipt of the Problem report from Authorized Distributor. Start Time for Resolution: Anonos will review each Severity 4 issue to determine if the issue should be considered for a Data Embassy update or enhancement in a future release.

Anonos global Data Embassy dynamic de-identification, pseudonymisation and anonymization

systems, methods and devices are protected by an intellectual property portfolio that includes but is not limited to: Patent Nos. CN ZL201880044101.5 (2022); JP 7,064,576 (2022); CA 3,061,638 (2022); AU 2018258656 (2021); US 11,030,341 (2021); EU 3,063,691 – Austria, Belgium, Croatia, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Switzerland and United Kingdom (2020); CA 2,975,441 (2020); US 10,572,684 (2020); CA 2,929,269 (2019); US 10,043,035 (2018); US 9,619,669 (2017); US 9,361,481 (2016); US 9,129,133 (2015); US 9,087,216 (2015); and US 9,087,215 (2015); plus 70+ additional domestic and international patent assets.
