



Basic Support Policy

2026-01-28 - India

Optel offers Support for the Cloud Services in accordance with the following terms (the “**Basic Support Policy**”), unless a Priority Support Plan applies. This Basic Support Policy constitutes an Attachment to the Agreement. Capitalized terms not defined herein shall have the meanings given in the SaaS GTC.

1. Support Hours. Basic Support requests are processed on a first-come, first-served basis during normal business hours of Optel’s office in Goa, India (or such other Optel office location as Optel may designate upon notice to Client). Business hours are Monday to Friday, excluding Optel-recognized holidays. Optel will use commercially reasonable efforts to provide an initial response within one (1) business day following receipt of the request. Support is not available during nights or weekends. 24/7 coverage and case priority levels are available only under a Priority Support Plan.

2. Scope. The scope of services is limited to basic technical troubleshooting and problem resolution. This includes assistance with system errors, login issues, advanced technical support, and standard feature malfunctions. System customization, third-party integrations, or training services are excluded.

3. Support Requests, Incident Submission, and Client Cooperation. Client may submit support requests and report errors or abnormal behavior of the Cloud Services (“**Incidents**”) via Optel’s online Customer Support Center at <https://www.optelgroup.com/en/customer-care/customer-support-center/> or directly by email at support@optelgroup.com. Client shall provide reasonable cooperation and information required for Optel to provide Support. When reporting an Incident, Client must include the following information:

- A description of the Cloud Services features that are unavailable or malfunctioning;
- The Incident’s impact on Users;
- The start time of the Incident;
- A list of steps to reproduce the Incident;
- Relevant log files or data;
- The exact wording of any error messages; and
- The Incident ID number (for follow-up communications regarding existing Incidents).

4. Exclusions. Optel has no obligation to provide Support to the extent an Incident arises from: (a) misuse or unauthorized modifications of the Cloud Services; (b) Third-Party Platforms or other third-party systems; (c) Trials and Betas; or (d) Professional Services deliverables.

5. Policy Modifications. Optel reserves the right to modify this Support Policy from time to time. Modifications that do not materially decrease Optel’s obligations may take effect upon notice, while material modifications will become effective only upon the commencement of the subsequent Renewal Term.