RouteSmart Technologies Technical Support Policy for System Integrators Using RouteSmart Engine

This Technical Support Policy outlines the support framework provided by RouteSmart Technologies to system integrators utilizing RouteSmart Engine. The policy defines the scope of support, responsibilities, and procedures for issue resolution. Please also refer to the RouteSmart Engine Technical Support Policy for further information on specific terms and conditions regarding availability of RouteSmart Engine as a web service and the routing results produced by RouteSmart Engine.

Scope

RouteSmart Technologies provides technical support to system integrators who have integrated and are utilizing RouteSmart Engine through API access. This policy clarifies the roles and responsibilities of RouteSmart Technologies and the system integrators in resolving issues related to the RouteSmart Engine platform.

Support Channels

Support inquiries from system integrators can be submitted through the designated support channels provided by RouteSmart Technologies. These channels may include email, online ticketing system, or designated communication platforms, as communicated by RouteSmart Technologies.

Support Responsibilities

RouteSmart Technologies will provide the following support to system integrators:

- Assistance with technical inquiries related to the API integration of RouteSmart Engine.
- Guidance on best practices for utilizing RouteSmart Engine functionalities effectively.
- Troubleshooting and assistance in diagnosing technical issues related to the RouteSmart Engine web service.
- Provision of documentation and resources related to RouteSmart Engine API usage.

Exclusions

RouteSmart Technologies does not provide direct support to the end-user clients of the system integrators. Any issues encountered by end-user clients related to RouteSmart Engine routing results, uptime, or processing performance should be communicated to the system integrator.

Issue Escalation

If an issue cannot be resolved by the system integrator and requires RouteSmart Technologies' intervention, the following escalation process should be followed:

System Integrator: The system integrator will serve as the primary point of contact for their end-user clients.

System Integrator Escalation: If the system integrator is unable to resolve the issue, they will escalate it to RouteSmart Technologies by submitting a support request through the designated channels.

RouteSmart Technologies Resolution: RouteSmart Technologies will collaborate with the system integrator to diagnose and resolve the issue. Regular communication will be maintained until the issue is satisfactorily addressed.

Response Times
RouteSmart Technologies will strive to provide timely responses to support inquiries from system integrators. Response times may vary depending on the complexity and severity of the issue. RouteSmart Technologies will communicate an estimated response time upon receipt of a support request.

Updates and Communication
RouteSmart Technologies will provide regular updates to system integrators regarding the progress of issue resolution. Communication may occur through the designated support channels or as agreed upon between RouteSmart Technologies and the system integrator.

Documentation and Resources
RouteSmart Technologies will provide relevant documentation, guides, and resources to assist system integrators in effectively utilizing RouteSmart Engine and addressing common technical issues. 11. Integration Testing Responsibility

Testing and Quality Assurance
System integrators are responsible for thoroughly testing their integration with RouteSmart Engine to ensure that the features and functionality of their own systems are operating correctly in conjunction with RouteSmart Engine. This includes verifying that data exchange, route planning logic, and any custom configurations function as intended.

Testing Environment
For major RouteSmart Engine upgrades that include significant architectural changes to the services, as determined by RouteSmart Technologies, a designated testing environment will be provided for a specified period for system integrators to perform integration testing. This environment is intended for the validation and testing of system integrator-specific configurations and integrations and compatibility with the new release.

Latest General Availability Release
It is the sole responsibility of the system integrator to ensure they are working with the latest general availability release of RouteSmart Engine during the integration and testing phases. RouteSmart Technologies will communicate updates and releases to system integrators through appropriate channels, but it is the system integrator's responsibility to incorporate these updates into their systems in a timely manner.

Testing Support
RouteSmart Technologies may provide limited assistance and guidance related to integration testing, including best practices and testing procedures. However, the primary responsibility for conducting comprehensive integration testing is the responsibility of the system integrator.

Verification and Quality Assurance
System integrators should thoroughly verify the compatibility of their systems with RouteSmart Engine and conduct quality assurance testing to ensure that the integrated solution performs as expected. This includes testing under various scenarios and load conditions to identify and resolve potential issues.

By engaging in integration testing with RouteSmart Engine system integrators acknowledge their responsibility for testing, verifying, and maintaining compatibility between their systems and RouteSmart

Engine. Failure to ensure proper integration and testing may result in unexpected issues in production environments.

Revisions to the Policy

RouteSmart Technologies reserves the right to update and modify this Technical Support Policy as necessary. System integrators will be notified of any changes in advance. By engaging with RouteSmart Technologies for the use of RouteSmart Engine via API integration with the system integrators application, system integrators acknowledge and agree to adhere to the terms and procedures outlined in this Technical Support Policy.