

# Support Policy

Amadeus Hospitality

# Support Policy

## 1. Introduction

At Amadeus, we value our customers and are committed to providing superior support services that enhance our industry leading products. The priority of Amadeus' Support Department is to help every customer be more successful in using our products. Our customer and technical support teams are dedicated to listening to you so we can create and deliver solutions that will meet your needs and business goals.

This **"Support Policy"** outlines various award-winning support offerings, including Standard and Enhanced. In addition, it explains the various methods to contact Customer Support and what you can expect from our dedicated team of service professionals.

Capitalized terms used herein but not defined will have the meaning assigned to them in the governing agreement between Amadeus and Customer (**"Agreement"**). For purposes of this Support Policy, "you" or "your" means Customer, and "us" or "we" means Amadeus. If there is any inconsistency between this Support Policy and the Agreement, the Agreement will control.

## 2. Support Offerings

Amadeus is pleased to offer 3 levels of support and maintenance to effectively meet your business needs for all products:

### (a) Standard Support

Our Standard Support is provided by default for all our products and delivers unlimited access to our trained agents. It also provides unlimited access to our knowledgebase, self-paced training, ongoing webinars, software updates, and electronic communication with agents through our Customer Community Portal, Email, Chat, or Phone. Whether you are contacting us for assistance with a report, to get how-to questions answered, or to resolve a problem, our trained agents are available to assist 24 hours a day, 7 days a week, 365 days a year\*. Problems reported will be managed according to the severity assigned and our case handling guidelines (see Problem Classification & Escalation Procedures section below). Additionally, Standard Support entitles you to submit product enhancement and feature improvement requests.

### (b) Enhanced Support

Enhanced Support is designed for larger enterprise customers requesting higher levels of service and visibility into their organization's interactions with Amadeus Customer Support, which comes at an additional cost. If interested, please contact your sales representative.

Enhanced Support extends Standard Support benefits with an assigned Enterprise Relationship Manager and direct electronic access to Customer Support Specialists for up to five key representatives. The Enterprise Relationship Manager acts as a liaison between Amadeus Hospitality and customers to ensure product-related concerns are addressed and reviewed holistically and globally across the estate. This role focuses on post-deployment support, but interfaces with departments across the organization including Product Management, Research & Development, and Customer Delivery to clearly advocate business needs within Amadeus Hospitality and keep customers informed on the progress of these requests.

## (c) Comparison Matrix

Foundational Services	Standard	Enhanced
Customer Community Portal Access	✓	✓
Knowledgebase Access	✓	✓
Self-paced learning (availability based on product)	✓	✓
Access to ongoing webinars (availability based on product)	✓	✓
Software maintenance updates	✓	✓
Systems status visibility (availability based on product)	✓	✓
Electronic (email or portal) ticket submission with two business day agent response	✓	✓
Live 24x7x365 agent access by phone or chat	✓	✓
Ability to submit enhancement requests	✓	✓
Ability to submit work order requests (e.g. audit configuration requests)	✓	✓
High severity case handling	✓	✓
Response Service Level Objectives (SLOs) according to case severity	✓	✓
Personalized hand-off service from implementations to support (availability based on product)	✓	✓

Additional Services	Standard	Enhanced
Access to assigned Relationship Manager at corporate level		✓
Current familiarity with client business processes, partnership, integrations initiatives and priorities		✓
Timely and effective advocacy for customer needs within Amadeus		✓
Customer Support perspective tailored by an understanding of client needs during the proposal, planning and implementations of new solutions		✓
"White-glove" hand-off from Delivery to Support		✓
Single point of contact for customer escalations during business hours		✓
Support account and case reviews with client		✓
Periodic updates to customer on change requests (defects/enhancements)		✓
Updates to client about new releases and product changes		✓
Coordination of approvals and updates to customer's single-tenant cloud-based solutions		✓
Liaison with internal teams to ensure timely updates		✓
Direct access for up to five key representatives to Customer Support Specialists via e-mail and portal		✓
Access to assigned Relationship Manager at corporate level		✓

### 3. Contacting Support

#### (a) Availability

Amadeus provides support 7 days a week, 24 hours a day, 365 days a year\*. Calls will automatically be routed to the active Contact Center.

#### (b) Staffed Hours of Operation

- Europe, Middle East, and Africa (EMEA): 7am – 6pm CET
- North and South America including Central America and the Caribbean (AMERICAS): 7am – 6pm US ET
- Asia Pacific (APAC): 7am – 6pm Philippine Standard Time (PST)

#### (c) Languages

Amadeus offers a 24x7 follow-the-sun contact center utilizing three regionally based hubs and supporting product competency centers. Our global contact centers' primary language is English; however, we support various other languages within specific regions. Customer Support accepts requests through our Customer Community Portal, email, chat, and by phone. Customers calling in will have the opportunity to select their preferred language from a limited set of options within the region. However, if the preferred language is not available, they will be routed to English-speaking agents. If a preferred supported language is not available in-region and the reported incident/problem is high priority, Amadeus will make an effort to reach an agent that speaks the language. Otherwise, the contact center will default to English and route the case to the next available agent. Languages supported are as follows:

- **APAC:** English, Bahasa (Indonesia and Malaysia), Mandarin, Thai
- **EMEA:** English, French, German, Italian, and Spanish
- **AMERICAS:** English, Spanish, Portuguese

#### (d) Methods of Reaching Customer Support

##### (i) Customer Community Portal

The most effective way to submit your case is through our Customer Community Portal. In the portal, you can search for knowledge articles for commonly asked questions. Additionally, you can easily create, update and report on cases as well as participate in discussion groups and share your own ideas. Our goal is to initially respond to portal requests within 1-2 business days.

To login to or obtain a Customer Community Portal account, browse to: <http://www.amadeus-hospitality.com/support>.

Note: Not all Amadeus products are currently represented in the community portal, but more are being added regularly.

##### (ii) Email

You may contact Amadeus Support for non-emergency issues by sending an email to [hospitality.support@amadeus.com](mailto:hospitality.support@amadeus.com). Our goal is to initially respond to email requests within 1-2 business days.

### (iii) Phone

Our Support team is staffed at a level that enables us to promptly and efficiently answer your calls. To maintain our high level of Support, we continuously review our staffing needs and projections through queue and trend analysis of incoming calls and cases. From this, we can forecast our staffing needs at any given point throughout the day to ensure a timely response to your requests. Phone numbers for contacting Customer Support can be found on our website at <https://www.amadeus-hospitality.com/support/>.

EMEA	+34 932 20 16 64
AMERICAS	+1 332-230-2595
APAC	+65 3163 5471

**\*Issues requiring immediate attention or of a high severity should always be called in.** Customer community and email should only be used for non-critical requests.

### (iv) Chat

You may contact Amadeus Hospitality Support for non-emergency issues through our chat functionality where available. This feature is currently being rolled out and may not be available in your region. <https://www.amadeus-hospitality.com/support/>

### (v) What You Can Expect When Your Case is Created

- All incidents, problems, and work orders are documented in our ITSM (case tracking system).
- You will receive a case number for each new incident, problem or work order.
- All cases are assigned a severity level and managed according to the Severity Classification & Escalation Procedures section.
- You will receive updates and ongoing communication until case closure.

## 4. Customer Satisfaction

Customer satisfaction is our core focus and the primary indicator of the high level of service that we strive to provide, and your feedback is critical to our continued success.

To ensure an unbiased objective approach to customer satisfaction measurement, Amadeus continually monitors our customers' experience through a partnership with an independent 3<sup>rd</sup> party vendor. After each resolved interaction with a customer within a 30-day window, an automated email invitation is sent to the contact of the case. The email contains a link to a brief questionnaire regarding the interaction with the Customer Support team.

Through our survey process, we measure the following areas:

- Ease of reaching an Amadeus Support representative.
- Knowledge level of Amadeus' Support representative.

- Courtesy and professionalism of Amadeus' Support representative.
- Frequency of updates regarding the progress of your case.
- Efficiency in explaining the problem and the proposed resolution.
- Length of time to resolve your case.
- Effectiveness of resolutions or workarounds provided to you.
- Overall experience with Amadeus' Support organization.
- Likelihood to recommend Amadeus to a friend or colleague.

Overall satisfaction scores and Net Promoter Score (NPS) align with service excellence as defined by a third party. All comments are reviewed by the Customer Support leadership team, and we highly encourage offering your feedback so we can continually improve our service levels.

## 5. Severity Classification & Escalation

### (a) Service Level Objectives

Amadeus' Severity Classification and Service Level Objective targets are summarized as follows:

Severity Code	Definition	Service Level Objective Targets (SLO)
<b>Severity 1 Critical</b>	Critical production issue affecting all users, including system availability, data integrity issues, or defects having a high business impact. No workaround available.	Case immediately prioritized. A plan of action is provided to customer within 1 hour, updated every 4 hours thereafter.
<b>Severity 2 Major</b>	Major production issue, or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality having a moderate business impact. Possible workaround available.	Case prioritized as necessary. A plan of action is provided within 4 hours, updated every 24 hours thereafter.
<b>Severity 3 Minor</b>	Minor production issue affecting some or all users with limited business impact.	Case prioritized as necessary. Customer updated on case progress every 2 days (Monday through Friday excluding local customer holidays).
<b>Severity 4 Procedural</b>	Inquiry regarding a routine technical issue; information requested on solution capabilities, navigation, installation or configuration; issue affecting a small number of users (includes work order requests).	Case prioritized as necessary. Customer updated on case progress as new information becomes available.

### (b) Case Creation and Severity Classification

When contacting Support to create a new case, you should be prepared to describe the scope of the problem in detail, as well as the circumstances under which the problem occurred or is occurring. You may also be asked to assist the team in classifying the problem as Severity Level 1, 2, 3 or 4. Failure to provide full and accurate information may result in misclassification. In some cases, you could be requested to help in troubleshooting and/or engage your other vendors/partners to assist in resolving. Amadeus shall establish the severity level of the case in the event you are unable to assist in this regard. The initial severity of a case may be increased or decreased as additional information becomes available.

### (c) Escalation Procedures Definition

Amadeus employs a time and severity-based process that drives corrective actions and escalations to higher levels of expertise until resolution. You can obtain the current status of an issue at any time by looking up your case online using the Amadeus Customer Community Portal.

#### (i) Severity 1

When a Severity 1 case is entered into our ITSM, it is automatically escalated to our Technical Support team. A corrective plan of action will be developed within one (1) hour of the initial call to Support. Amadeus Hospitality will update you on the steps taken, current status, and any progress towards resolution at a maximum of every four (4) hours until the problem is resolved.

#### (ii) Severity 2

Amadeus will work diligently and make every effort to promptly offer a functional workaround or resolution to the problem. The appropriate Amadeus Customer Support team members will formulate a plan of action within four (4) hours of the initial call to Support. Amadeus Hospitality will update you on the steps taken, current status, and any progress towards resolution at a maximum of every twenty-four (24) hours until the problem is resolved. Severity Level 2 issues are worked during business hours by default and may be worked around the clock depending on business impact.

#### (iii) Severity 3

Amadeus will attentively work the case to offer a functional workaround or resolution to the problem within a timely manner. Cases are escalated as necessary to specialty groups or higher tiers within support. As the case is worked, you will be updated on progress every two (2) business days.

#### (iv) Severity 4

Case will be worked under standard procedures. Our goal is to provide updates to you every two (2) business days regarding progress on a particular case. Cases are escalated to Amadeus product specialists when necessary.

### (d) Customer Escalation Procedures

If you are encountering challenges regarding the progress of a case, a resolution delivered for a previous case, or with the service you are receiving from Amadeus Support, additional assistance is available to you. To prioritize your case, contact Support by using one of the numbers listed in Section I above and request to speak with a Support supervisor or manager.

## 6. Other Support

### (a) Product Life Cycle

The support provided will be limited or no longer provided once the product has reached milestone Life Cycle dates. Please refer to [Amadeus Life Cycle Policy](#) for details.

### (b) End of Engineering Support

Amadeus will continue to provide support for applications that have reached End-of-Engineering as defined in the [Amadeus Life Cycle Policy](#). In these situations, Amadeus will make a reasonable effort to resolve reported issues in its applications. Reported issues will follow standard case escalation flow within Amadeus Support. If a reported issue cannot be resolved or an acceptable workaround provided at the most senior level within Support, the reported issue will not be further escalated to Amadeus' Development Department. However, alternative options will be discussed with the person reporting the issue.

If necessary for on-premise installed applications, Amadeus may require steps be taken by you to isolate the source of a problem that could significantly impact the stability of the environment, such as disabling or removing a non-Amadeus application, or testing on alternate systems. As defined in the [Amadeus Life Cycle Policy](#), Amadeus will not make any program or database changes to ensure product functionality works as designed.

### (c) Non-Production Systems

If you utilize a training, test or sandbox environment of an Amadeus solution (non-production system) in addition to your production environment, Amadeus will provide an additional layer of support coverage called 'Extended Support.' This service will be provided at no additional charge with the stipulation that the non-production systems meet the following criteria:

- (i) The non-production system must be initially installed and configured by Amadeus Delivery Services.
- (ii) A pre-existing non-production system can be covered by Extended Support, only after the system is certified by Amadeus Delivery Services. Modifications to the non-production system may be necessary to qualify for certification.
- (iii) The non-production system should match your current production system as closely as possible regarding operating system hotfixes and service packs, as well as Amadeus product versions, hotfixes, patches, and service packs. For Salesforce solutions, this would include full sandboxes only. It is understood that these systems may be out of alignment at times due to testing or upgrade preparation. Realigning these systems may require an engagement with Amadeus Delivery Services, at which time we will involve your Amadeus Sales Representative.

Extended Support covers non-production system installations of Amadeus products only. The scope of support for these non-production systems will fall within the same guidelines as set forth in this document for production system, where you are responsible for hardware, operating systems, networking, and database and system administration.

While Extended Support does include the deployment of individual hotfixes to a non-production system, it does not cover reinstallation or upgrade of Amadeus software on non-production systems; these types of updates would be available through Amadeus' Delivery Services group and our Sales



organization. Customer test systems using Amadeus solutions connected to centralized Amadeus services, for example MeetingBroker and Amadeus Web Services, will be configured to connect to a non-production instance of the centralized service. Please note, in the process of troubleshooting issues with non-production MeetingBroker cases, Amadeus Support may choose to terminate processing MeetingBroker updates rather than replaying them.

Support requests for non-production systems covered under Extended Support must be reported to Amadeus through the Customer Community Portal or email. Extended Support does not include access to telephone support to initiate support requests.

Cases for non-production system issues will be assigned a lower severity than production systems; as such, response times for resolution may be slower than production system cases. Amadeus will make reasonable efforts to resolve issues with non-production systems. Reported defects and enhancement requests for non-production systems will also be managed at a lower priority to those submitted for production systems.

#### (d) Miscellaneous

This document describes the support purchased by you pursuant to your Agreement with Amadeus and identifies the benefits and advantages that this important coverage provides you. It also identifies certain system areas that are your responsibility as the owner of the system. Requests for support services not otherwise addressed herein, or in your Agreement, shall be billed at Amadeus' then prevailing rates

Please contact Amadeus at **+1 603.436.7500** or email us at [hospitality.salesinfo@amadeus.com](mailto:hospitality.salesinfo@amadeus.com) with questions or to purchase any of the service offerings above. We look forward to continuing to provide the world class service and support you have come to know and expect from Amadeus. Amadeus, Amadeus Sales & Event Management, MeetingBroker, and TravelClick are the registered trademarks of Amadeus. All other product names, company names, marks, logos, and symbols are trademarks of their respective owners.

Amadeus reserves the right to amend, alter, or modify the Support Policy at any time. Amadeus may deliver notice of such updated Support Policy to Customer via e-mail or through the Subscription Services. Customer's continued access to and use of the Subscription Services following issuance of such updated Support Policy shall constitute Customer's acceptance thereof.

\*For any Business Intelligence products, Amadeus provides support five (5) days a week (Monday through Friday), twenty-four (24) hours a day.

Amadeus reserves the right to amend, alter, or modify the Support Policy at any time. Amadeus may deliver notice of such updated Support Policy to Customer via e-mail or through the Subscription Services. Customer's continued access to and use of the Subscription Services following issuance of such updated Support Policy shall constitute Customer's acceptance thereof.