

## **Yale Vulnerability Management and Support Policy**

This Support Policy describes the policies and procedures under which ASSA ABLOY provides Support Services for its proprietary Hardware product(s) to its customers. Support Services are provided for the Hardware pursuant to the Manufacturer's Warranty and Legal Guarantee (please see separate Terms and Conditions). Support Services are provided for Software pursuant to the Yale User Agreement (YALE MOBILE KEYS LICENSE AND USER AGREEMENT) under which ASSA ABLOY has agreed to provide Support Services and are subject to the terms and conditions of that License Agreement. Support Services are provided for the term specified herein, or for the period otherwise specified in the End-of-Life Policy.

### **Section 1 – Overview**

1.1 Support Services are provided via ASSA ABLOY Customer Service and Support through telephone requests and enquires via the Help & Support section of [www.yale.co.uk](http://www.yale.co.uk). This Support Policy sets forth expectations for Support between our customer and ASSA ABLOY's Customer Service and Support, including:

- a. How to submit issues
- b. What types of issues are supported
- c. How and when ASSA ABLOY resolves and closes reported issues

This policy relates to the provision of support only and not to how complaints may be handled following a product failure.

### **Section 2 – Scope**

During the period for which Support Services are provided, ASSA ABLOY shall provide the customer with Support Services consisting of the following:

- a. Web-based submissions of Incidents (as defined below).
- b. Major Releases, Minor Releases, and Maintenance Releases for products.
- c. Documentation and Users Guide distributed with the software and found on the [Yale.co.uk](http://Yale.co.uk) website.
- d. Provision of guidance and troubleshooting to Customer on the Help & Support section of [www.yale.co.uk](http://www.yale.co.uk) in connection with questions and issues arising from the following Customer activities with respect to the product/solution:
  1. Installation: Support for installation includes providing guidance and troubleshooting in connection with Customer's product.

2. Configuration Issues: Support for configuration includes troubleshooting Customer's configuration settings for existing installations on Supported Platforms (as defined below) to ensure proper operation and connectivity.
3. Usage: ASSA ABLOY's expert personnel can provide understanding in regards to Customer's "how to" questions related to standard and intended product usage.

**2.2 Upgrades:** Support Services may include software/firmware updates for products, when and if made commercially available by ASSA ABLOY (Major Release, Minor Release or Maintenance Release). If ASSA ABLOY labels the new version of the Software as an upgrade or update to Software previously licensed to you ("Previous Version"), Customer may replace the Previous Version (including all installed copies) with the new version.

**2.3 Efforts to Correct the Software:** ASSA ABLOY shall make commercially reasonable efforts to correct bugs or other errors in the product/solution. Customer acknowledges that ASSA ABLOY is not required to correct every or any bug, error, or problem with the Software that it reports to ASSA ABLOY or of which ASSA ABLOY is otherwise made aware. Bugs are not corrected for Software declared as Retired or *End of Life*

## **2.4 Software Support**

Software support will be as follows:

- a. For the 2 years following the end-of-sale date, we will provide bug fixes, maintenance releases, work arounds, or patches for critical bugs reported via the customer service and support team.
- b. After the first 2 years we will provide bug fixes, maintenance releases, workarounds or patches for critical updates for a period of 2 years for the relevant apps. Bear in mind that it may be necessary to use software upgrade release to correct a reported problem.

**2.5 Support Exclusions:** The following are excluded from ASSA ABLOY's Support Services obligations:

- a. Software that is used on or in conjunction with hardware or software other than as specified in the applicable documentation.
- b. Altered or modified Hardware or Software, unless altered or modified by ASSA ABLOY.
- c. Defects in the Software due to accident, hardware malfunction, abuse or improper use.

- d. Any version of the Hardware/Software for which Support Services have been discontinued by ASSA ABLOY and/or version of the Hardware/Software that has become End of Life.
- e. Any free and Open Source Software components that may be distributed by ASSA ABLOY or other Software components provided at no charge.
- f. Any Software sold separately by ASSA ABLOY, including, without limitation, consulting code, unless generally made available to ASSA ABLOY's customers at no additional charge for the Software.
- g. Training, customization, integration and any issues arising from non-standard usage of the Software.

Any on-site services or remote access services (unless ASSA ABLOY requests remote access to assist ASSA ABLOY in understanding an issue).

## **2.6 – Software Versions Supported**

1. **Supported Versions:** ASSA ABLOY will provide Support Services only for the version(s) of the Software specified in Licence or as specified at the time of purchase. Changes to supported versions shall be announced on [www.Yale.co.uk](http://www.Yale.co.uk) website. ASSA ABLOY's Customer Service and Support obligations apply to the Maintained Software.
2. **Not Supported:** Supporting services do not cover hardware, operating systems, networks, or third-party software. Customer understands that ASSA ABLOY may need additional information as to its use of the Software in order to provide Support Services, and to upgrade the Software.
3. **Milestone Releases:** Milestones represent a preview of the next Major or Minor Release and are not intended for production usage. As such support is only offered until the next Milestone or Major or Minor release of which the Milestone is a subset.

## **Section 3 – Process**

**3.1** Customer shall obtain Support Services by reporting individual issues to ASSA ABLOY Customer Service and Support via the Help & Support section of [www.yale.co.uk](http://www.yale.co.uk) website. Each individual issue reported to ASSA ABLOY shall be tracked from initial report through final resolution (each such issue, an "Incident").

### **3.2 Submission**

Incidents are to be submitted to ASSA ABLOY Customer Service and Support through the Help & Support section of [www.yale.co.uk](http://www.yale.co.uk) website.

ASSA ABLOY Customer Service and Support are intended to provide assistance to individuals for issues and questions beyond what is covered in documentation and introductory material provided with the product.

### 3.3 Support Response and Incident Resolution

**Response:** For each Incident reported by Customer in accordance with these procedures, ASSA ABLOY shall:

- a. Confirm receipt of the reported Incident as soon as practical.
- b. Set a Priority Level for the Incident in accordance with the terms below. Customer designated priority taken into account, but ASSA ABLOY may elect to reassign priority at any time.
- c. Respond to the Incident within the time specified in the Licence (if any) or within a reasonable period of time. ASSA ABLOY will provide a proposal for solution based on initial information obtained as soon as practical.
- d. Analyse the Incident and, as applicable, verify the existence of the problem(s) resulting in the Incident, which may include requesting that Customer provide additional information, logs, and re-execution of commands to help identify the root cause and dependencies of the reported issue.
- e. Give Customer direction and assistance in resolving the Incident.
- f. Keep a record of ongoing communications with Customer.
- g. Use reasonable commercial efforts to resolve the Incident.

Severity	Summary	Description
URGENT	Hardware/Software is absolutely unusable	These cases are the highest priority and receive first attention.
HIGH	Use of the Hardware/Software is strongly impaired	These cases are when the Hardware/Software has severely impacted the performance of the product/solution, and is causing a material and adverse impact; or, the Hardware/Software is materially not operating within the documented functionality and it is significantly impacting the Customer.
NORMAL	Use of the Hardware/Software is limited	These cases are when the use of the Hardware/Software has impacted the performance, or the Hardware/Software is not operating within the documented functionality and it is impacting use by the Customer.
LOW	Use of the Hardware/Software is slightly limited OR Change request or suggestion	These cases are standard request for assistance and may include questions of how to use the Hardware/Software. It also includes change request and suggestions -

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These cases include when the Hardware/Software is operating within the documented guidelines and the Customer would like to record an idea for inclusion in future releases. ASSA ABLOY will not provide feedback on enhancement requests. Low priority Support Cases are closed once the information has been recorded.

### **3.4 - Resolution and Closure**

- a. Incidents shall be closed in the following manner: For solvable issues, depending on the nature of the issue, the resolution may take the form of an explanation, recommendation, usage instructions, workaround instructions, or advising Customer of an available software fix. Known issues should usually be resolved within 7 working days of issue notification.
- b. For issues outside of the normal usage cases and original specifications of the product/solutions, ASSA ABLOY may also close issues by identifying the Incident as outside the scope of the product/solution which therefore is excluded from this Support Policy.
- c. Dropped Issues, ASSA ABLOY will consider an open case dropped if the Customer has not responded to two (2) attempts or more made by ASSA ABLOY to collect additional information required to solve the case. If ASSA ABLOY has contacted the Customer twice and there has been no response, the case may be closed by ASSA ABLOY. If there is significant delay, 10 business days or more, in a response from the Customer ASSA ABLOY may close the case.
- d. Customer acknowledges that it may be necessary to update the installed version of the product firmware/software to a new version in case ASSA ABLOY decides to resolve the issue in this new version.
- e. In such case where ASSA ABLOY discover an issue that is classed as HIGH/URGENT and will affect the functionality of the product, with the Hardware/Software is not operating within the documented functionality, ASSA ABLOY will contact users directly via the email provided with their registered account to communicate the nature of the issue and provide information about the issue, what to do, advice of work arounds, how to make contact and estimated timescales for deployment of an appropriate fix. ASSA ABLOY will also add this communication to the Help Desk section of the Yale.co.uk website, and provide updates and support via its Social Media channels. ASSA ABLOY would aim to resolve high/urgent issues as soon as possible, and for more complex issues that affect all users would aim to resolve issues in no more than 30 days.
- f. In such case where ASSA ABLOY discovers an issue that is classed as NORMAL/LOW, will not affect all users but is known to have been reported by more than one individual, ASSA ABLOY will provide support in one or more of the following ways; FAQ's added to the Help & Support section of

the Yale.co.uk website; Customer advisor troubleshooting and support to help resolve the issue; Installation instructions may be updated if appropriate; App updates may rectify certain bug fixes and performance issues; Where appropriate Firmware updates may be provided via external drive or OTA updates depending on the product in question.

- g. Where the fault cannot be rectified due to faulty hardware the product guarantee will be referred to.