



# General Conditions of software maintenance carried out by 'IRM Ltd.'



IRM January 2019

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# GENERAL CONDITIONS OF SOFTWARE MAINTENANCE, CARRIED OUT BY 'IRM.'

## **1. SCOPE OF GENERAL CONDITIONS**

Against payment of a maintenance fee, determined in the contract for maintenance (hereafter referred to as the underlying contract), the company IRM assumes the obligation of providing the customer with software maintenance, as described below, from the date of request for maintenance, and as long as IRM shall provide a maintenance service for its products, in a general commercial way, and in conformity with the provisions of the underlying contract on maintenance duration and termination.

## **2. GENERAL MATTERS**

IRM shall fulfill its maintenance obligations under the section of general matters consistently and professionally, and maintain its organisation and readiness with qualified and competent personnel.

The service is normally performed on normal workdays, 8:30 to 15.30 local time for IRM (CET). At the customer's request and against additional payment, the service can also be performed beyond regular normal working hours of IRM.

For the purpose of communication with IRM and, if necessary, performing the maintenance, the customer shall designate a contact person, that has a comprehensive knowledge of IRM's software, and access to the documentation that IRM provides for its products. The customer is responsible for making spare backup copies of software, including data media.

In case the customer wants to transfer IRM's or other software to a different platform, IRM shall first be notified in writing of the measures that the customer intends to take. In case that this kind of transfer incurs increased maintenance costs, IRM is entitled to require additional payment accordingly, or change provisions related to maintenance, which can also be applied in cases of changes or upgrade of hardware and system software, performed at the request of the customer and resulting in increased maintenance costs.

## **3. MAINTENANCE SERVICES**

Maintenance services are guaranteed for the current and preceding versions of software; however, for older versions, IRM shall only offer maintenance services for as long as it has been defined at the moment of upgrade.

Maintenance is provided for users of IRM's software and includes:

1. eliminating identified defects that constitute differences between a software solution and a description of its use,
2. electronic exchange of messages about errors, notifications of eliminated errors, and versions of products under contract,
3. availability of IRM personnel for the customer if, and when, IRM and the customer decide their presence is necessary,
4. regular meetings between IRM and the customer to review maintenance activities and record suggestions for the improvement of software solutions,

5. Availability of the IRM Helpdesk service during normal working days, 8:30 to 15:00, local time (CET). This means that the message/task received by 15.00 will be dealt with on the same day, whereas all the messages/task received after that will be dealt with on the first next working day.

IRM's obligations, and specifically determined assignments, do not include:

1. errors, resulting from changes or internal adjustments of IRM's software, made by the customer, unless they are performed in accordance with IRM's instructions,
2. errors, resulting from using IRM's software in a way other than described in user documentation, resulting from negligence by the customer, the customer's personnel, or a third party, or resulting from other circumstances that are beyond IRM's control,
3. changes and upgrades to software due to changes and amendments of statutory provisions and implementing regulations, and
4. changes and upgrades to software due to changes of the customer's SW and HW system, which IRM's software is connected to.

#### **4. USE OF SOFTWARE**

IRM shall provide instructions for use of software in English.

Use of software is voluntary and IRM does not accept any responsibility for a potential loss of data, decrease in operations, or any other damage, resulting from the use of a software solution.

#### **5. PROCEDURE**

##### *5.1. Communication of events*

All errors have to be communicated to IRM using IRM's form available on the IRM website ([www.irm.si](http://www.irm.si)) under the HELPDESK note. The form is protected by the username and password. The report has to include:

1. description of the error, expected behaviour, and description of configuration and measures taken to reproduce the error, if possible,
2. name of product, version number, and operation system used,
3. user's name or company, contact person, address, e-mail address, phone and fax number,
4. error classification in compliance with clause 5.2 of this document. In case the task is classified wrongly, IRM reserves the right to change the priority level and the deadline.

In case the website is not accessible, all messages have to be communicated in writing, by e-mail to [helpdesk@irm.si](mailto:helpdesk@irm.si), or, if the internet connection is not working, by fax to +386 5 90 91 478. A phone call can only serve as notification or completion of a written message.

Other ways of receiving messages will be treated as 1 hour of maintenance work.

### *5.2. Hierarchy of errors*

Classifying errors according to their priority is based on the hierarchical system below. Only 1 level of priority can be used at a time.

1. A: an error is of top priority if its consequences are:

- (i) product not functioning,
- (ii) loss of key functionality under normal conditions,
- (iii) serious security risk;

2. B: an error is of medium priority if its consequences are:

- (i) reduced functionality resulting from the error (or errors), influencing the entire system,
- (ii) reduced system capacity or rare interruptions in system availability;

3. C: an error is of low priority if its consequences have:

- (i) negligible impact on functionality of the product,
- (ii) a question, comment, or suggestion for product improvement.

## **6. OBLIGATIONS OF THE CUSTOMER**

In case of a work order, accepted by IRM either in writing or orally, the customer is obliged to allow IRM personnel access to equipment and databases, used by the software, for IRM to perform an assignment or remove a defect, all in compliance with the customer's internal regulations and instructions.

The customer is responsible for maintaining updated backup copies of data and information from databases. Under no circumstances shall IRM be held responsible for any damages due to loss of data and information resulting from the customer's failure to provide a safety backup copy of databases.

Repaired modules are installed and tested by the customer according to IRM's instructions.

The customer shall use the software on the hardware and system software that complies with at least minimum requirements, indicated in correspondent descriptions of a software product.

The customer shall notify IRM at least 30 days in advance of changes, upgrades, or new system software versions, related to working with IRM's software. System software also includes new versions of drives for an Oracle client, OS upgrades on the server and workstations, all SP's for OS, configuration changes of antivirus programmes, changes of versions and/or all types of web browsers, changes of versions or upgrades of application servers.

For a shorter communication change period, the contracting parties should agree in writing.

## **7. OBLIGATIONS OF IRM**

IRM commits to react to the customer's notification of software failures, indicating an error's priority level as well (A, B or C), immediately on receipt, or within a maximum of 2 hours from receiving the notification, on condition that the communication process is compliant with the provisions of the present general conditions, and undertakes to remove the error as soon as possible, as follows:

1. IRM shall remove errors of an 'A' priority level within a maximum of 4 hours as of receiving a notification of a function failure. In cases when it is not possible to remove the error within this time, IRM shall provide an alternative, suitable solution, within the same time, that will enable the customer to use the software safely and efficiently, whereas the error shall be removed finally within 7 days,
2. IRM shall remove errors of a 'B' priority level within a maximum of 7 workdays from receiving a notification of a function failure. In cases when it is not possible to remove the error within this time, IRM shall provide an alternative, suitable, efficient, and safe temporary solution that will reduce the restrictions on software use by the customer,
3. notifications of 'C' priority level errors shall be dealt with within a maximum of a month from receiving notification.

Acceptance and testing of repaired modules are confirmed by signing the acceptance minutes, or in some other mutually agreed manner, enabling the customer and IRM to establish that:

1. IRM has informed the customer about the changes produced by an adjustment brought to a module or a whole software product;
2. an operational conformity test has been made in a test environment prior to the installation of a repaired module;
3. the test result matches IRM's declared output, which allows the installation of a repaired module;
4. in case a change of the module's function has been identified, it has been noted in relevant documentation.

## **8. SOFTWARE UPGRADES**

Under the provisions of the underlying contract, IRM shall provide software adjustments to the customer. New versions and new generations of software are not regulated by the underlying contract.

An adjustment means that a software version includes rectifications of errors, performance improvements, and minor improvements in function. An adjustment does not normally constitute new functionality.

A version is a variant with new functionality, usually produced on the grounds of requirements, before a new generation of software has been produced.

A new generation is the main software variant, providing many new functionality features of software.

## **9. CHANGE IN THE PRICE MAINTENANCE**

IRM has the right to the annual price adjustment after 24 months. The maintenance fees shall be adjusted to EUR consumer price index (HICP) in January each year.

## **10. MODIFICATIONS OF GENERAL CONDITIONS OF SOFTWARE MAINTENANCE**

IRM reserves the right to modify the present general conditions of software maintenance. Modifications brought to the document shall take effect within a month from their release, and a written notice given to the customer, through their contact persons, appointed in the underlying contract on software maintenance.

The written notice can be sent by post, e-mail or on [www.irm.si](http://www.irm.si)