

## MoveON Support Services Policy

### Description

Last updated: 19th June 2025

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#### Service Levels

From the date the Service goes live QS shall endeavor to ensure that the following service levels are attained:

##### 1. Support service

Users may contact the QS support desk by Help Center platform or email to ask questions of a general nature relating to the use, configuration, and functionality of the Service. It is the Institution's responsibility to ensure that users are properly trained in the use of the Service.

In addition, the support Help Center platform will be the place to access product information, search the knowledge base, and receive the latest updates and announcements. It also provides an overview of all open support requests, in one location.

Once signed into the Help Center:

- Users can search the knowledgebase articles, which support a self-service resolution to product-related questions before raising a support request
- Users can directly open a support request and attach any files that pertain to the issue
- Access and manage all support requests
- Access product release notes and documentation

The Institution's internal support representatives may use email or support platform to ask questions of a general nature relating to the use, configuration, and functionality of the Service. Requests received from the client institutions via the official support channels will be considered as coming from the internal support representatives of the respective institution.

The Institution's internal support representative can raise any issues relating to the functionality, performance, and/or any faults/bugs affecting the Service, either through the Help Center platform or by email.

The list of available support channels (Help Center platform, email) may be subject to change or be retired as the support service evolves.

To work on a ticket regarding any specific data or configuration in the back-office or front-office, the

Customer Support team might need to access the data. The access of our Customer Support team to the client MoveON instance is mandatory, hence the client must agree to a QS Support user being set up in the back-office and provide QS with a username and password (for either standard or SSO authentication) from the beginning of the project's implementation phase.

By agreeing to provide us with a support user, the client also agrees to grant permission for QS to test any reported issues in the client instance, with the mention that changing any transactional data can only be done with the written consent of the client.

### **1.1. Support service for knowledge base questions**

Before raising a question ticket, users are recommended to consult the Help Center knowledge base as mentioned in section 1.

If the knowledge base does not help answer their question, MoveON users can address any client know-how queries via the Help Center portal web form, and email. These questions can be, for example, regarding:

- back-office configuration (users, contacts, institutions, relations, persons, stays, courses, fundings, grants, payments, reference tables, process automation, EWP, communication, reports)
- front-office entities (online services such as online forms, portals, and publishers)

The Customer Support team will address questions with normal priority and will help guide MoveON users by:

- providing existing documentation from our Help Center database or guidance which will enable clients to use the MoveON system
- answer questions via email or remote session

PLEASE NOTE: The Customer Support team will not create, customize, or delete on demand any back-office or online service entities, unless they are listed as tasks, or the entities are affected by what is listed below as a problem.

### **1.2. Support service for problems/incidents**

A problem/incident is any situation affecting one or multiple users, the hosted Service, and/or rendering the product functionality as non-operational.

Users can address all MoveON problems via the Help Center platform, webform, email, or support widget. These problems can be, for example, regarding:

- back-office configuration (users, contacts, institutions, relations, persons, stays, courses, fundings, grants, payments, reference tables, process automation, EWP, communication, reports, API, SSO)
- front-office entities (online services such as online forms, portals, and publishers)

A detailed description of the problem or scenario is the first essential step in the QS support process of

tracking and resolving the issue. When a system error/bug is encountered in the MoveON system, the client should provide us with the following details:

- whether it is an issue affecting multiple/all users or one user
- a specific example and the exact steps to reproduce the issue so that the support team can try to replicate the error on their side
- information about the internet browser and its version
- any relevant screenshots illustrating the error or problem

The Customer Support team will help investigate the matter and once all information is collected and the bug is confirmed, a report will be submitted to the technical team.

The Customer Support/product teams will prioritize, and address problems/incidents as follows:

- Urgent: any critical issue affecting client access to MoveON, access to online services, or the MoveON platform
- High: urgent bugs affecting any of the main functionalities with no possible workaround
- Normal/Low: problems for which a workaround is applicable until the full resolution, or which are not urgent, as confirmed by the reporter

Issues induced due to the wrong usage or configuration of MoveON by the client will not be termed as bugs, such issues may not be resolved or if resolved could be charged appropriately.

The Customer Support and technical team will prioritize problems based on:

- the number of affected clients
- the impact on daily processes based on the affected functionalities and the number of users and/or clients affected

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### **1.3. Support service for tasks and feature requests**

Tasks are divided into paid-for services and free services, a list of these services can be viewed in the Help Center, by contacting the account management team at [accountmanagement@qs.com](mailto:accountmanagement@qs.com) or your assigned Account Manager directly.

Examples of such tasks are:

- Online form import file request
- Online services design file
- Course catalog import
- Consultancy
- Training sessions
- Setting up Online Services
- Customized CSS designs

Feature requests are not bound by the SLA agreement, the Customer Support team and technical team will set priorities for feature requests based on the needs of the client majority and we will make this information available in the product roadmap documentation published in the online announcement section.

## 2. Ticket prioritization and service level agreement targets

Any critical incident or service request should be initiated by contacting the QS support desk by email, or through the ticketing system. The Institution will automatically receive a confirmation by email with a reference number. This confirmation denotes that the incident or service request has been logged by the support desk and that it is being assigned to an individual for investigation.

The Institution is responsible for ensuring that a valid email address is given to the support desk for updates and resolution notification purposes.

### 2.1. Ticket prioritization

The help desk will assign a priority to every ticket based on:

- the impact on the business: size, scope, and complexity of the incident
- the urgency to the business: a time within which resolution is expected.

<b>Ticket Priority</b>	<b>Definition</b>
	Application downtime
<b>Urgent</b>	Problems/Incidents mentioned in the above table in the urgent priority section
<b>High</b>	Problems/Incidents mentioned in the above table in the high priority section
<b>Normal</b>	Problems/Incidents mentioned in the above table in the normal priority section Knowledge-based questions that hinder day to day operations

<b>Low</b>	Problems/Incidents mentioned in the above table in the low priority section
	Low priority knowledge-based questions

## 2.2. Target customer status update and resolution times

The following table shows the targets for ticket customer status updates and ticket resolution times by priority after creation and initial assessment/assignment of a ticket by the QS support team.

Target Customer Status Update Time: the interval that QS should update the Institution.

Target Resolution Time: the total time from ticket creation to incident resolution and restoration of the Service to the users excluding the time that the ticket spends pending (i. e. the time that the agent cannot work on the ticket because he is waiting for more information from the client). Service may be restored either by a workaround or through a permanent solution.

<b>Ticket Priority</b>	<b>Target Customer Status Update Time</b>	<b>Target Resolution Time</b>
<b>Urgent</b>	1 working hour	2 working days
<b>High</b>	1 working day	10 working days
<b>Normal</b>	10 working days	30 working days
<b>Low</b>	15 working days	30 working days

Whilst QS strives to resolve tickets within the time frame specified for each priority, it provides no form of guarantee in this regard.

If any priority ticket is created during “FORCE MAJEURE”, the SLA (Service Level Agreement) is not

applicable until further written communication from QS.

For priority assignment and operator assignment protocols, resolution time is calculated starting the working day after the day the ticket has been created.

Resolution time is indicated in calendar workdays (which excludes weekends and public holidays in Romania – for any ticket that can be solved within 1st level support, and in India – for any ticket that requires the involvement of the technical team).

### **3. Maintenance hours**

QS will endeavor to provide a 99% system uptime or availability of the Service (excluding planned or emergency maintenance).

#### **3.1. Customer notification for downtime and upcoming changes**

QS will endeavor to notify Institutions via email or web announcement of all service interruptions due to:

- downtimes or outages
- scheduled maintenance/upgrade of the Service
- emergency maintenance which has not been notified to the Institution in advance but is reasonably necessary to ensure the continued provision of the Service

For scheduled maintenance, QS will endeavor to give the Institution at least 48 hours in advance by email or web announcement. Maintenance can be scheduled on any day of the week, including weekends, at any time of the day, but QS will endeavor to minimize the disruption where possible.

#### **3.2. Updates to MoveON**

QS will strive to make available to the Institution any updates to the service as and when they are available. Updates to the Service will be implemented by QS within twenty (20) days of release (the “Migration Period”). For the avoidance of doubt, all updates must be implemented by the Institution within the Migration Period and the Institution must migrate to the new update within that Migration Period. QS will not support or maintain previous versions of the Service after the Migration Period.

QS shall not be liable for any failure in the Service or provide the agreed functionality when a later version of the application addresses that failure or provides the agreed functionality.

#### 4. Support contact details

The contact details and working hours for customer support are as follows:

Support hours: Monday to Friday from 9 am until 5 pm CET. Additional times may be arranged on a per case basis to accommodate time differences between the Institution and Romania

Contact info: <https://www.qs.com/solutions/moveon-support/>

E-mail address: [support@moveon4.com](mailto:support@moveon4.com)

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