Brity Automation Support Plan

Brity Automation v4.0 Support Plan (on-premises)

Category	Support		Standard	Premium
Product Support	**Initial installation**		○	○
	Major upgrades (Minor upgrades supported from Standard tier)		-	○
	Bug fixes and patches		○	○
Technical Support	**Support channels**		Support Portal	Support Portal
	Support hours		HQ business hours	HQ business hours
	Supported languages		Korean, English	Korean, English
	Initial response by severity	**Severity 1**	Within 2 hours	Within 1 hour
		Severity 2	Within 6 hours	Within 4 hours
		Severity 3	Within 1 business day	Within 1 business day
		Severity 4	Within 3 business days	Within 1 business day
	Technical Materials(TMs)		○	○
	FAQ		○	○
	Online community		○	○
	Installation and configuration support		- (initial installation only)	○
	System migration support		-	○
	On-site inspections – operational verification of product functionality and QA (up to 2 scheduled visits per year, max 3 visits annually)		-	○
	Upgrade support		○ (Online)	○ (On-site)
	Bug fix and patch support		○ (Online)	○ (On-site)
	Technical inquiries handling		○	○
	Tailored customer support (priority consideration for customer-requested features in future releases)		-	○

	Dedicated Technical Account Manager (TAM) **(up to 40 hours of expert technical assistance annually)**	-	○
	Root Cause Analysis **(detailed issue diagnostics for Severity 1 and 2 cases)**	-	○
Training	**Basic training**	○	○
	Specialized training	-	○

※ The Support Plan is provided to customers via:

· Posting on the Customer Support Portal

· Email notifications to key customers

- Detailed Support Plan Guidelines

· Major upgrades: Provision of version upgrade packages and installation guidelines.

· Bug fixes and patches: Patch files are provided for self-installation by the customer.
   Installation support is delivered via phone or email (on-site support not included).

· Initial response by severity: Refers to the first response time—the time taken to acknowledge the
   VoC and deliver the initial reply, not the time to resolve the issue.

· Technical Materials: Product features and technical documents provided to customers and partners.

· FAQ: Frequently Asked Questions to support users in resolving common issues.

· Online community: Access to the online community through the website(brityautomation.ai),
   including Forums and Q&A boards for knowledge sharing and peer support.

· Installation and configuration support: Provided once at initial installation under the Standard tier.
   Under the Premium tier, additional on-site support is available (up to 40 hours annually).

· On-Site inspections: Service to verify product performance and conduct quality assurance activities.
    * e.g. Premium tier includes 2 scheduled inspections annually (maximum of 3 on-site visits per year).

· Technical inquiries handling: Responses to technical questions arising from software usage, provided
   via the Support Portal (web channel).

· Basic Training: Self-directed training for end users to learn product features and usage.
   * e.g. A two-day basic course designed to enable effective use of Brity Automation.

· Specialized Training: Instructor-led or hands-on training programs to enhance practical skills.
   * e.g. A two-day applied course including labs and expert instruction on Brity Automation.