

UDS ENTERPRISE SUPPORT SERVICE LEVEL AGREEMENT (SLA)

1. Scope

This Service Level Agreement (SLA) sets forth the terms and response times applicable to the technical support provided by Virtual Cable for the UDS Education, UDS Call Center, UDS Corporate, UDS Government, and UDS Health editions.

Support terms may vary depending on the edition purchased and the support level associated with the subscription.

UDS SMB and UDS DaaS are excluded from this SLA, as support for these solutions is provided exclusively by the corresponding partner. Customers using these editions must submit any inquiries or incidents through their partner, including those related to software malfunctions.

2. Scope of Virtual Cable Support

An active UDS Enterprise subscription includes access to patches, bug fixes, and software updates when available, as well as technical support for incidents related to software malfunctions, in accordance with the terms of the edition and support level purchased.

Support provided directly by Virtual Cable is limited to incidents related to UDS Enterprise malfunctions. It does not include operational support, implementation services, infrastructure administration, training, consulting, or the resolution of incidents related to third-party software or infrastructure components.

Inquiries regarding software usage, configuration, integration with third-party solutions, or any other matters unrelated to UDS Enterprise malfunctions must be handled through the partner.

3. Support Levels

3.1. Standard Support – Next Business Day (NBD)

Standard support is available Monday through Friday, from 9:00 a.m. to 6:00 p.m. (Spanish mainland time), excluding public holidays.

Support requests must be submitted through the designated support channel and will be logged in Virtual Cable's ticketing system.

The maximum initial response time is shown in the table below:

INCIDENT TYPE	MAXIMUM INITIAL RESPONSE TIME
All incidents	Next Business Day (NBD)

The initial response will be provided no later than 6:00 p.m. on the first business day following the date on which the request is received. Spanish mainland time and the public holiday calendar for the city of Madrid will apply.

3.2. Premium 24x7 Support

The Premium editions of UDS Call Center, UDS Corporate, UDS Government, and UDS Health include 24x7 support.

For all other editions covered by this SLA, 24x7 support may be purchased separately at the applicable rate.

24x7 support is available 24 hours a day, 7 days a week, including weekends and public holidays.

The maximum initial response times are shown in the table below:

INCIDENT TYPE	MAXIMUM INITIAL RESPONSE TIME
Critical	1 hour
Non-critical	4 hours

These response times are measured in consecutive hours, regardless of the day or time when the incident occurs.

Following the initial response, Virtual Cable will continue to handle the incident within the service hours of the contracted support level and according to its severity.

4. Incident Classification

The customer must indicate the impact of the incident when submitting the support request. Virtual Cable may review the classification based on the criteria set forth in this SLA and will provide the reason for any change in the corresponding ticket.

In all cases, the final classification of an incident as critical or non-critical will be determined by the Virtual Cable team.

4.1. Critical incident

A critical incident is an incident caused by a UDS Enterprise malfunction in a production environment that:

- Causes a complete service outage for all users; or
- Prevents 50% or more of the platform's users from accessing or using the service, provided that no reasonable workaround or temporary solution is available to maintain operations.

Classification as a critical incident will be based on the actual impact on the UDS Enterprise service and will not apply to incidents caused by third-party components, systems, or infrastructure.

4.2. Non-Critical Incident

A non-critical incident is an incident related to a UDS Enterprise malfunction that partially or otherwise has a limited impact on service delivery but does not cause a general service outage or affect 50% or more of the platform's users.

Incidents for which a reasonable workaround or temporary solution is available to maintain operations while the cause of the issue is analyzed and resolved will also be considered non-critical.

Incidents covered by this SLA that do not meet the criteria for a critical incident will be considered non-critical.

This definition does not apply to inquiries regarding usage, configuration, operation, or integration with third-party solutions, which fall outside the scope of technical support provided directly by Virtual Cable.

5. Response Time

Response time is defined as the period between receipt of an incident through the designated support channel and the initial response from the Virtual Cable support team.

The initial response may consist of an individualized communication from the support team providing an initial assessment, recommended actions, or a specific request for information required for diagnosis. Automated acknowledgments of receipt do not constitute an initial response.

The request will be logged in Virtual Cable's ticketing system, allowing the incident to be identified and tracked.

Compliance with the response time does not imply that the incident will be resolved within that period. The response times set forth in this SLA refer exclusively to Virtual Cable's commitment to provide an initial response.

The time required to resolve an incident will depend on its nature and complexity, the diagnosis involved, and, where applicable, the availability of the information required for analysis.

6. Customer Cooperation

When information or cooperation from the customer or partner is required, any actions dependent on such information or cooperation may be placed on hold until it is received, with this status documented in the ticket.

Time tracking will resume once Virtual Cable has received the information required to continue analyzing the incident.

7. Support Request Channel

All support requests, whether for standard or 24x7 support, must be submitted by email to support@udsenterprise.com, including a detailed description of the incident and the subscription serial number in the subject line.

Upon receipt, the request will be logged in the ticketing system.

Support will be handled through the authorized contacts registered in My UDS, with one primary contact designated for each incident. This contact may be replaced by another authorized contact.

8. Incidents Outside the Scope of Support

If Virtual Cable receives a request that is not related to a UDS Enterprise malfunction and therefore falls outside the scope of this SLA, the customer will be informed and, where appropriate, their partner will be included so that the partner can provide the necessary assistance.

The following, among others, fall outside the scope of support provided directly by Virtual Cable:

- Inquiries regarding the regular use or operation of the software.
- Installation, implementation, or configuration services.
- Administration of the underlying infrastructure or resolution of incidents related to it.
- Incidents related to third-party software or solutions.
- Integration services involving third-party technologies.
- Professional services, consulting, or training.

9. Support Term

The support services and service levels described in this document will remain available as long as the corresponding subscription remains active and the terms associated with the purchased edition and support level are met.

If the subscription is not renewed at the end of the contracted term, the support and update services associated with the subscription will cease, in addition to any other consequences set forth in the UDS Enterprise subscription terms.

The UDS Enterprise versions eligible for support are the current stable version and the immediately preceding version, as specified in the [documentation section](#) of the product website.

10. About Virtual Cable

[Virtual Cable](#) is a company specializing in digital workplace transformation. The company develops, supports, and markets UDS Enterprise and has been recognized as an IDC Innovator in Virtual Client Computing worldwide.

Its team of experts has designed smart digital workplace solutions (VDI, vApp, and remote access to physical devices) tailored to the specific needs of each industry, delivering a unique user experience adapted to the requirements of each user profile.

Virtual Cable's professionals have more than 30 years of experience in IT and software development and more than 15 years of experience in virtualization technologies. Millions of Windows and Linux virtual desktops are deployed with UDS Enterprise worldwide every day.