



Octave Cloud

Support & Change Management Policy

June 2026



1. Definitions & Acronyms

Defined terms not explicitly defined herein shall be as defined in the Octave Cloud Services Agreement (“Agreement”).

If Customer has a signed Agreement that was executed prior to the Octave rebranding and has not been amended to accommodate the new branding, the short form references of “Octave” herein shall mean “Hexagon” as defined

- 1.1 “Case” means a business or technical request that an Authorized User has submitted to Octave. A Case can consist of a single reproducible issue, problem, or symptom, a request for assistance, or a question.
- 1.2 “Cloud Incidents” are as defined in the Agreement.
- 1.3 “Designated Authorized Users” means the individual Authorized Users authorized by Customer to put in Cases on behalf of Customer. Customer authorizes such Authorized Users through Octave Community.
- 1.4 “Estate Request” (historically known as Customer Environment Change Request) means a request for the addition, modification, or removal of approved, supported, or baselined hardware, networks, software, applications, environments, systems or associated documentation within the Cloud Services infrastructure and system and engineering software under the control of Octave and its subcontractors.
- 1.5 “Service Request” means a request through Octave Community for either (1) a problem or question related to a Software Product in the Customer Environment, or (2) for a service to be performed in the Customer Environment.
- 1.6 “Support Team” means the Octave technical team members that provide the Support.
- 1.7 “Octave Community” means Octave's Customer Response System (CRS) in website in which Cases may be submitted to Octave. Octave Community is the new name of Smart Community.
- 1.8 “Target” means a desired goal. Targets are not commitments.

2. Support Availability

Cloud Services Support operates twenty-four (24) hours per day, seven (7) days a week, for fifty-two (52) weeks of the year. Support is provided in English only.

3. Case Type and Case Submission Process

3.1. Types of Cases. Cases are categorized by Octave as one of the following:

- Cloud Incidents (CIs)
- Service Requests (SRs)
- Estate Requests

3.2. Cases can only be submitted by Designated Authorized Users to Octave via the following methods:

- Through Octave Community
- Emailing the Octave Support desk
- Phoning the Octave Support desk

Email and telephone may be the only Case submission methods for some Software Products.

4. Support Response

The Customer shall choose the option for 'Best Describes Case' and 'Best Describes Impact/Issue' that most closely matches the Customer's case description. This feedback will result in the whether the Case is identified as a Cloud Incident or Service Request and the appropriate priority classification (Applicable Priority Classifications available and associated Target response times are listed in the tables below). If Octave believes that the case type or priority that is assigned to the Case is out of alignment with the Case subject and description or the current state of the Customer Environment, Octave will inform the Customer of the correct options that align with the case subject and description and update the Case in the Octave Community support system to update the Case type and priority.

4.1. Cloud Incidents

The following table lists the Classifications available for Cloud Incidents and the associated Target response times.

Cloud Incident Priority Classifications	Priority Classification Definition (Best Describes Impact/Issue)	Initial Response Target Time	Customer Status Update Target Time
1 - Critical	Entire Customer Environment (Production) is inoperable. No workaround available.	30 minutes	Every 60 Minutes
2 - High	Multiple Users in Customer Environment in Production are unable to launch Software Products OR Entire Customer Environment (Non-Production) is inoperable with no workaround	2 hours	Every 4 hours
3 - Medium	Single user in Customer Environment unable to launch Software Products	4 hours	Daily
4 - Low	Users need assistance with login, password, or account lockout	4 hours	Upon Request

4.2. Service Requests

The following table lists the Classifications available for Service Requests and the associated Target response times.

Service Request Priority	Priority Definition (Best Describes Impact/Issue)	Initial Response Target Time	Customer Status Updated Target Time
1 - Critical	Business critical functionality for a Software Product is inoperable in Customer Environment and there is no workaround	1 Hour	Daily or Upon Request
2 – High	Primary function is not working as documented and there is no workaround OR Application performance is significantly degraded for all users	4 Hours	Daily or Upon Request
3 – Medium	Primary function is not working as documented but has a workaround OR Secondary function is not working OR Application performance is degraded for a subset of users	1 Business Day	Every 7 Days or Upon Request
4 - Low	User request for clarification or minor issue/request	2 Business Days	Not Applicable

- 4.3. **Resolution:** Case resolution is a process that is dependent upon many variables including but not limited troubleshooting the root cause and determining the solution. As Octave progresses through the troubleshooting process, Octave will strive to provide regular updates with a goal of the Customer continue to materially be able to use the Cloud Services/Software Product during such process. P-1 Critical cases are worked continually until workaround or resolution is achieved. All other cases are worked during normal business hours for the respective support teams. Where the Customer is not on the most current version of the Software Product, the provision of the most current upgrade, update or release that includes the resolution to the issue shall constitute an acceptably closed Case whether the upgrade, update or release is applied by Customer or not.
- 4.4. **Escalation:** Cases are resolved through Octave’s standard operating procedures. If the Customer believes a Case requires a higher level of attention, the Customer can self-escalate the Case through Octave Octave Community by using the “Escalate to Management” feature on the Case. As part of this process, Octave asks that Customer accurately provide escalation reason, business impact, number of people impacted, timelines etc. This detail can help Octave properly determine the level of urgency required regarding the escalation. If Customer would like a Octave Support Manager to call, Customer can indicate that in the escalation request as well. Once escalated, the applicable Octave Support Manager and Octave Support Agent notified of the escalation, so they can take appropriate action.

4.5. **Customer Satisfaction:** Octave Community provides a Customer Satisfaction Survey that Customer may use to provide ratings regarding its satisfaction as to the level of service. Should Customer be dissatisfied as to the level of service it is receiving in the resolution of a Case, Customer will be contacted by a member of Octave's Support Management to discuss a resolution.

5. Estate Requests

5.1. Estate Requests submitted shall be provided in the sole reasonable discretion of Octave. In the event the Estate Request is not approved by Octave, Octave may provide a solution at an additional charge under a Statement of Work for the Customer to consider; this option is not available for all Estate Requests.

5.2. Estate Requests in the scope of consideration by Octave are reasonable requests regarding:

- The Cloud Portal software and its operation;
- The Cloud Services Infrastructure, operating environment software; and
- The Software Products operating in the Cloud.

5.3. Estate Requests outside the scope of consideration by Octave are anything involving:

- The operation and management of the public cloud infrastructure used to host the Cloud Services.
- Any infrastructure and software used to develop, test, and/or pre-stage the Software Products available on the Cloud Services; and
- A change involving the commercial business systems, management, and operations of Octave.

5.4. The response and resolution target times for Estate Requests will be determined on a case-by-case basis and are dependent on the scope of the change requested.

6. **Product Change Request:** Customer may request product change requests for consideration by Octave via Ideas portal link provided in Octave Community. These are suggestions only and any ideas in Ideas may be used by Octave for any purpose without restriction, monetarily or otherwise.

7. **Support Exclusions.** The following are outside of Support:

- Software and services provided and managed by companies other than Octave and/or its subcontractors.
- Consulting Services
- System-level tuning and optimization
- Customization and configuration
- Training
- Data, including reference data
- IT administration at a Customer location
- Extensibility Hosting Service

If any of the above are required by a Customer, they may be available at an additional charge under a Consulting Services statement of work agreed by the Parties.

- 8. Upgrades, Updates and Releases.** For the Software Products where the upgrade, update or release timing is up to the Customer discretion (e.g. the Managed Upgrades), the Monthly windows scheduled by Octave for the provision of Planned Maintenance may not be used to perform major or minor version upgrades, updates, or releases of the Software Products for the Customer. Specific and separate windows shall be scheduled with the Customer in advance prior to major or minor version upgrades, updates, or releases of the Software Products being performed and will be considered Planned Maintenance for the Critical Service Level calculations. See the Upgrade and Software Release Policy for more information on upgrades.