

General Terms

Hosting, update, and maintenance services for the NEXT4BIZ Products are performed under the terms set out below:

Reports of issues, opinions, requests, complaints, and feedback regarding NEXT4BIZ Products are managed via the "Next4biz Help Desk" (<https://helpdesk.next4biz.net>).

The knowledge base, FAQs, user training videos, and similar content regarding NEXT4BIZ Products are available at <https://helpdesk.next4biz.net>. Knowledge base and training videos for product use are provided free of charge for Customer users for product usage support.

If the Customer cannot access the Next4biz Help Desk due to reasons such as problems with the Customer's internet access, the Customer may report product-related issues to NEXT4BIZ by phone or email (to support@next4biz.com). However, a help desk ticket must be opened in the Next4biz Help Desk as soon as possible. The ticket will be tracked through that service.

The terms of use of the Next4biz Help Desk are available within the Help Desk Knowledge Base.

The Customer must have at least one payroll employee complete the key user trainings recommended by NEXT4BIZ. Key users will answer questions from Customer personnel regarding use of the Product. If key users detect a problem in the Product, they may open a ticket with the Next4biz Help Desk.

Issues arising from NEXT4BIZ Products are resolved directly by NEXT4BIZ and are included in the license fee; no additional fee is charged. Under the SaaS and on-premises rental models of product use, maintenance and updates are included in the license fee.

Apart from the foregoing, questions about usage that can be resolved by using product features or that are covered in trainings or documentation, as well as integration, tailoring, training, and similar work, are provided by the relevant service provider under a services agreement.

NEXT4BIZ provides maintenance and update activities during business days and business hours (09:00–18:00). For high-priority defects, intervention is provided 24/7.

Interventions that are not aimed at correcting errors in the NEXT4BIZ Products—but that increase Product performance, broaden use cases, add new features and functions to the Product, or improve existing functions and features—are defined as updates and enhancements. NEXT4BIZ may perform updates and enhancements at its own discretion or based on requests received from customers.

Development requests from customers are reviewed and evaluated by NEXT4BIZ in 30-day cycles. Following its evaluation and planning, NEXT4BIZ may decide to include the requested item in one of the new releases, or to implement it for all customers. In such case, the requesting Customer shall not claim any intellectual rights in respect of the requested update, nor demand that such update be exclusive to the Customer, or hidden from or unavailable to other customers.

Issues arising from the Customer’s systems, infrastructure, or third-party software/systems used by the Customer are outside the scope of maintenance/updates. Support for such software and systems is provided by the relevant service provider under a services agreement.

In integrations between the Customer’s products, services, and business-process data (for example accounts, products, orders, policies, spare parts, etc.) and NEXT4BIZ systems, during periodic data transfers made by the Customer using Next4biz APIs, only new and changed data should be transferred, not all data.

Email and SMS dispatches via the NEXT4BIZ Products are performed by integrating with the Customer’s bulk email and SMS service providers.

Specific Terms for Next4biz SaaS Software License Use

Where a SaaS license is obtained for NEXT4BIZ Products and use occurs via online connection by granting access to Customer users, the following terms apply in addition to the General Terms:

1.NEXT4BIZ shall exercise reasonable efforts to resolve issues arising from its own Products as quickly as possible.

Issue Types	Definitions
-------------	-------------

High:	Any error that renders the software and/or system software inoperable or adversely affects the Software's performance to the extent that it becomes unusable.
Medium:	Errors that affect the general operational service level of the Software and adversely affect performance, or that impair the function of one of the program's core modules.
Low:	Errors that are not classified as High (Primary Priority) or Medium (Secondary Priority) and for which support is to be provided by NEXT4BIZ.

The response and resolution times by issue type are set out in the table below

Response and Resolution Time	Low	Medium	High
Response Time (per hour)	16	2	1
Resolution Time (per hour)	release plan	8	4

2. Response and resolution times are measured from the moment the issue is reported to NEXT4BIZ.

3. Potential issues and delays caused by the data center or internet service providers are not taken into account when measuring response and resolution times.

4. Response and resolution times above do not apply to issues arising in the Customer's systems, infrastructure, third-party software and systems used by the Customer, or integrations with such software, systems, and infrastructure.

5. The Customer shall be informed at least 2 days in advance regarding planned maintenance or version update work carried out by the data center or by NEXT4BIZ.

Specific Terms for NEXT4BIZ On-Premises and Local Rental Software License Use

Where NEXT4BIZ Products are used by installing them on the Customer's computer systems and/or on servers located on-premises or in the cloud under the Customer's management and control, the following terms apply in addition to the General Terms:

NEXT4BIZ Product Delivery Standards apply only to the current version and the immediately preceding version. Maintenance and updates will not be provided for versions older than the immediately preceding version.

Performing version upgrades as planned is essential for effective operation and security of the systems. Therefore, Customers using the Product under an on-premises or local rental license must obtain maintenance services from the relevant service providers and perform version upgrades on time.

If maintenance services are obtained, the Product Version Upgrade procedure is provided once per year (including hotfix packages). Custom developments and installations requested by the Customer are subject to additional fees.

The Version Upgrade process must be carried out in accordance with the procedure below.

If the process is prolonged due to any work to be carried out by the Customer, the additional time spent by NEXT4BIZ shall be charged to the Customer at the then-current expert/day rates.

The Customer shall provide the server configuration communicated by NEXT4BIZ, the environment suitable for installation, version upgrade, and operation of the Product, and shall perform the application and database maintenance activities as defined in the operating conditions to ensure proper functioning of the Product.

To ensure healthy and continuous operation of the Product and its integration points, the Customer shall assign a technical staff member and have them attend the installation and system administration training to be provided by NEXT4BIZ. In technical problems, the Customer's technical staff shall first carry out the necessary monitoring and checks, and shall open a Help Desk ticket for technical errors originating from the Product.

NEXT4BIZ shall exercise reasonable efforts to resolve issues arising from the Products as soon as possible and shall keep the Customer continuously informed via the Next4biz Help Desk.

The response and resolution times by issue type are set out in the table below:

Issue Types	Definitions
High:	Any error that renders the software and/or system software inoperable or adversely affects the Software's performance to the extent that it becomes unusable.

Medium:	Errors that affect the general operational service level of the Software and adversely affect performance, or that impair the function of one of the program's core modules.
Low:	Errors that are not classified as High (Primary Priority) or Medium (Secondary Priority) and for which support is to be provided by NEXT4BIZ.

The response and resolution times by issue type are set out in the table below

Response and Resolution Time	Low	Medium	High
Response Time	16	4	2
Resolution Time	release plan	16	8

9. Response and resolution times are measured from the moment the issue is reported to the Next4biz Help Desk.

10. The time elapsed and delays in granting remote access by the Customer to allow NEXT4BIZ to intervene and provide a solution, and similarly the time and delays for the Customer to prepare a test environment, are not included in the calculation of "response and resolution time."

11. The response and resolution times are not applicable to issues arising in the Customer's systems, infrastructure, third-party software and systems used by the Customer, or integrations with such software, systems, and infrastructure.

12. The Customer acknowledges and declares that, for issue resolution and updates to be performed, NEXT4BIZ experts must be granted remote access to the test environment/system. Otherwise, the responsibility for any failure to carry out maintenance and updates of the Next4biz Product fully and properly shall rest with the Customer.

13. Remote access authorization shall be used in accordance with the procedures set out in the Customer's security procedures.

14. If the Customer requests that issue resolution and updates be performed by an alternative method other than remote access, the additional cost arising (in addition to the standard maintenance and update fee) at expert/day rates shall be borne by the Customer.

15. In the test environment where updates and issue resolution are to be performed at the Customer, there shall be no live (real) data; it shall be a copy of the production system data with masking/corruption applied. The Customer shall transfer masked/corrupted data from production to the test environment on a monthly basis. NEXT4BIZ may request that the data transfer be performed again for issue resolution. In such case, the Customer shall provide the necessary data transfer as soon as possible.

16. Additional work or requests outside the issue-resolution and update procedures shall be obtained from the relevant service provider under a services agreement.

17. Customer Version Upgrade Procedure for On-Premises or Local Rental License:

a) Within the relevant maintenance period, NEXT4BIZ performs the required planning for the version upgrade and informs the Customer.

b) The Customer shall provide the test environment, server access, and technical personnel required for the version upgrade.

c) The Customer notifies NEXT4BIZ by email that the preparations specified by NEXT4BIZ have been completed without deficiency.

d) NEXT4BIZ performs the Product version upgrades in the test environment.

e) Within two weeks at most, the Customer carries out functional and information-security test processes and communicates any findings to NEXT4BIZ.

f) Reported findings are remedied within two weeks at the latest, and thereafter the Customer provides production cutover approval within one week at the latest.

g) The Customer plans the production cutover in coordination with NEXT4BIZ. The production cutover is performed by the Customer's technical staff. If necessary, NEXT4BIZ technical staff will oversee this work.

h) If the process is prolonged due to any work to be carried out by the Customer, the additional time spent by NEXT4BIZ shall be charged to the Customer at the then-current expert/day rates.

i) The Customer shall provide the server configuration communicated by NEXT4BIZ and the environment suitable for installation, version upgrade, and operation of the Product, and shall perform application and database maintenance activities as defined in the operating conditions.

j) To ensure healthy and continuous operation of the Product and its integration points, the Customer shall assign a technical staff member and have them attend the installation and system administration training to be provided by NEXT4BIZ. In technical problems, the Customer's technical staff shall first carry out the necessary monitoring and checks, and shall open a Help Desk ticket for technical errors originating from the Product.

k) The Customer acknowledges and declares that, for maintenance and updates to be performed, NEXT4BIZ experts must be granted remote access to the test environment/system. Otherwise, the responsibility for any failure to carry out maintenance and updates of the NEXT4BIZ Product fully and properly shall rest with the Customer.

l) Remote access authorization shall be used in accordance with the procedures set out in the Customer's security procedures.

m) If the Customer requests that maintenance and updates be performed by an alternative method other than remote access, the additional cost arising (in addition to the standard maintenance and update fee) at expert/day rates shall be borne by the Customer.

n) In the test environment where maintenance and updates are to be performed at the Customer, there shall be no live (real) data; it shall be a copy of the production system data with masking/corruption applied. The Customer shall transfer masked/corrupted data from production to the test environment on a monthly basis. NEXT4BIZ may request that the data transfer be performed again for issue resolution. In such case, the Customer shall provide the necessary data transfer as soon as possible.

18. Definitions

"Next4biz" (lowercase): the software Product for which maintenance/support services are provided.

"NEXT4BIZ" (uppercase): NEXT4BIZ Bilgi Teknolojileri A.Ş.

"Service Provider": the natural or legal person that provides design, tailoring, integration, training, etc., services to the Customer under a Services Agreement (the Service Provider may be NEXT4BIZ or one of its authorized solution partners).