



Software Support Services Description v2.6.0

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DOCUMENT INFORMATION

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Document History

Version	Date	Who	Description of Change
1.0 – 1.15.1	6/1/2006-7/12/2015	AKC/KE	New Document and annual updates
2.0.0	10/02/2022	SY	Annual Review
2.1.0	04/03/2022	SY	Phone number change US Corona/Aurora
2.2.0	23/03/2022	SY	SIR changes
2.3.0	26/09/2023	SY	US contact number for Corona/Aurora/Air changed
2.4.0	25/09/2024	SY	Added Appendix A for CR
2.5.0	27/10/2025	SY	Exclusions and product rebranding updates.
2.6.0	20/01/2026	SY	US office new address

Document Control Standards:

Version	Release	Example
n.x.0	Significant revision.	Significant update to structure or content; major re-release.
x.n.0	External, incremental.	Baseline version for external review and sign-off. Will include one or more minor incremental revisions.
x.x.n	Minor revision.	Internal incremental revisions – may be released for external review but not for approval.

Approval & Distribution

Amendments to this document are to be signed off by the following:

Name	Role
Simon Young	Head of Support
Nick Smith	Head of Client Experience and Delivery

This document is also distributed to the following for information:

Name	Role

The service description as stated herein applies to Software Support provided by Smartstream Technologies (STL) worldwide.

Definitions

Definitions of the following terms existent in customers' Master Systems & Services Agreement shall prevail over the definitions below.

Customers Hours of Support

The hours and the days (excluding public holidays and bank holidays) during which the Software Support Service shall be available to the customer as set out in the applicable Schedule.

Documentation

STL's current user manuals and operation guides generally provided with the software to its customers.

Enhancements

Upgrades or Updates to the software, which are made available to customers by STL pursuant to the Software Support Service terms and conditions.

Error

Failure of the software to conform to the specifications set forth in the Documentation, resulting in the inability to use, or restriction in the use of the software.

Schedule

One or more documents signed by the parties in accordance with Clause 2 in the Master Systems & Services Agreement.

Service Pack

A planned software maintenance upgrade to an existing release of the software, containing fixes to known Errors.

Software Support Period

The period commencing on the date of delivery of the Software or any anniversary date thereof and ending at midnight on the following three hundred and sixty-fifth (365th) day.

Software Support Service

The software support services (if any) provided to the customer by STL in accordance with the terms of the Master Systems & Services Agreement for such items of the software as may be listed in the applicable Schedule.

Supported Software Configuration Statement

The specification published by STL indicating what environments are supported, applicable for each product. Such specifications are subject to periodic review and update by STL.

Update

Either a software modification or addition that, when made or added to the software, corrects the Error, or a procedure or routine that, when observed in the regular operation of the software, eliminates the practical adverse effect of the Error on customer.

Upgrade

A revision of the software released by STL to its end user customers, to add new and different function or to increase the capacity of the software. Upgrade does not include the release of a new product or added features for which there may be a separate charge.

Overview

Unless otherwise stated, this Customer Support Service Description applies to support for all STL product lines.

To receive application support services from STL Smartstream Technologies support centres, all programs must be properly licensed, and the customer must have a valid Master Systems & Services Agreement in place, with the appropriate hours of support service cover.

Application support is provided for issues that are demonstrable in the currently supported release(s) of an STL licensed product, running unaltered, and on an appropriate hardware, database, and operating system configuration, conforming to the latest published STL Supported Software Configuration Statement.

The STL support service is provided globally from four geographical locations affording global 'follow the sun' service coverage, each location is staffed by specialists in STL products.

- The European Support Centre (BRS), based in Bristol, England (for all STL products apart from Smart Reconciliations Aurora, Smart Reconciliations Corona, & TLM BI)
- The European Support Centre (VIE), based in Vienna, Austria (for Smart Reconciliations Aurora, Smart Reconciliations Corona, & AIR products only)
- The American Support Centre, based in Manhattan, New York (for all STL products)
- The Asia Pacific Support Centre, based in Singapore (for all STL products)

The primary objective of the service is to provide high quality support to our STL customers. This Customer Support Service Description is subject to change at STL's discretion; however, the services provided will not be materially reduced during any annual Software Support Period.

Support Fees

Support maintenance fees are due and payable annually in advance of every annual Software Support Period, unless otherwise stated in the customer's payment contract with STL. The customer's commitment to pay is required to progress any support call logged with us.

Failure to submit payment will result in the suspension of the support services and ultimately termination of support. STL is not obligated to provide application support beyond the end of the annual renewal date unless the support maintenance contract has been renewed on or before the service expiration date.

Conditions for Providing Support

STLs obligation to provide a Software Support Service is conditioned upon the following:

- Customer makes reasonable efforts to correct the Error after consulting with STL.
- Customer provides STL with sufficient information to correct the Error either at the STL support centre, or via remote access to the customer's site, as well as access to the personnel, hardware, and any additional software involved in discovering the Error.
- Customer promptly installs all Enhancements or Service Packs supplied.
- Customer procures, installs, and maintains all equipment, telephone lines, communication interfaces, 3rd party system software and other hardware necessary to operate the software.

STL Support Services

The Software Support Service consists of:

- STL Support Centre access via phone, email, web, and fax during Customer's Hours of Support.
- Access to the STL Customer Support Portal at <https://Smartstream-stp.microsoftcrmportals.com> (for online support tracking of support queries).
- Investigation of STL software reported problems in production environments, priorities 1 (blocking) to 4 (cosmetic). Non-production issues will also be serviced for Custom Solution/Toolkit applications only where the problem is proven by the customer to be a product error.
- Provision of 'workarounds', if possible, where software Error is reported and confirmed.
- Provision and test of a new software Update for confirmed software Errors in business-critical situations.
- Distribution of software for new application installations and upgrades.
- Distribution of application documentation.
- Provision of application license strings.
- Provision of Enhancement and Service Pack releases, and existing software Updates.
- Provision of critical problem alerts.

Exclusions from the Software Support Service

STL is not obligated to provide Software Support Service in the following situations: -

- The software has been changed, modified, or damaged (except under the direct supervision of STL).
- An Error is caused by customer's negligence, hardware malfunction, environment, or other causes beyond reasonable control of STL.
- An Error is caused by third party software not licensed through STL.
- Any reported problems in other environments other than customer's production environment, with the exception of Custom Solution/Toolkit applications.
- Any problems reported in an environment not conforming to the latest published STL Supported Software Configuration Statement.
- Any reported problems on an application version release that is beyond its retirement date and not covered under any extended support agreement arrangement with STL.
- For Custom Solutions/Toolkit applications: -
 - Requests for assistance in isolation and packaging alleged defects in the core product.
 - Performance issues relating to environment.
 - All application configuration related issues.

The following tasks also fall outside Support Service scope:

- Database administration, operating system, and system management.
- Installation of application software and version Upgrades.
- Consultancy on application usage - both business and technical.
- Application training.
- System health check - performance tuning.
- Customisation or related problem resolution of archiving solutions.
- Customisation or related problem resolution of reporting solutions.
- Investigation of non-core application modules and utilities, i.e.: - Customer site-specific software

such as reformattors, extracts etc after customer acceptance/sign off is agreed.

- Client disaster recovery testing
- Client system penetration testing

Enhancements, Service Packs and Upgrades

STL will make Enhancement and Service Pack releases available to customers with valid Software Support Service agreements, as and when STL makes such releases generally available. If a question arises as to whether a product offering is an Upgrade or a new product or feature, STL's opinion will prevail.

Customer Support Contacts

Customers may designate one approved primary and a limited number of approved individual support contacts, to serve as liaisons with STL support centres. To avoid interruption in provision of the Software Support Service, customers must notify STL Support whenever approved contact responsibilities are transferred to another individual.

These nominated persons should have already received training in the relevant Smartstream Technologies application, and be conversant with the client, server and web components of the application being used. They should also be familiar with running SQL if required to do so when receiving instructions from one of the STL support centres. Should we find that an approved support contact does not have these required skills, we will inform your primary support contact accordingly, asking for the person concerned to either be removed from the approved contact list, or requesting that they attend Smartstream Technologies product training.

These approved customer support contacts will be the only interface to the STL support centres. In an emergency, an STL support representative will begin working on a service request for an unauthorised contact on an exception basis, subject to later verification and involvement of the named primary support contact.

Customer Identification Number

Customers shall receive a customer identification number when registered with STL Support. The customer identification number assists STL support representatives to identify the following customer information when customers call a STL support centre or log a request for application assistance through STL's web-based customer support system:

- Company name and address
- Licensed STL applications in use
- Hours of support cover
- Customer contact information

Before Contacting STL Support

There are several best practice pre-requisites that should be followed to assist with the efficient processing of your issue.

Determine the Nature of the Problem

Before calling for assistance, try to determine the cause of the problem by answering the following questions:

- What product behaviour are you experiencing, and how do you expect it to behave?
- When was the last time the software worked properly? When was the problem first observed? What has changed in your environment in the interim? – i.e.: - has any software been installed, or any configuration changes made, etc
- When did the problem occur? When does the problem not occur? What is different between those situations?
- How extensive or localised is the problem? What is the difference between the elements that exhibit the problem and those that do not?
- How critical is the problem to your business or deployment? Can you work around the issue until a fix is found?

Isolate the Problem

After determining the problem, take steps to isolate it as specifically as possible.

- Determine the precise steps required to consistently reproduce the problem.
- Remove all extraneous details and data that are not essential to demonstrate the existence of the problem.

Information Customers Need When Requesting Support

Before STL support centres can begin work on any service request, information about the nature and location of the problem is required. Whenever a call is placed to an STL support centre or a service request is logged through STL's web-based customer support system, the following information should be provided as a minimum:

- Your organisation's name or customer identification number.
- Your name and a telephone number where you can be contacted. Note that you must have already been registered at the support centre as an approved customer contact; otherwise, we will be unable to accept your call.
- The reference number you have logged this issue against on your own system, if applicable.
- The STL application and version being used, including patch level.
- Operating System and version being used, including service packs.
- Database name, RDBMS type and version being used including service packs.
- Where applicable any third-party software and versions being used in conjunction with the STL application.
- A clear and full description of the problem being experienced. This should include details of any actions already undertaken and the outcome, screenshots, any program error numbers associated with the problem and log file output as appropriate. The frequency of such a problem being experienced should also be provided.
- A full description of all steps required to reproduce the problem.
- For customers who would like to provide such information in a structured format STL can provide an SIR (Support Incident Report) document to allow for collation of all the supporting information outlined and relevant to the issue concerned. These product SIR documents can be supplied to you via email during your introduction to the support service meeting (which occurs during the final stages of your initial software implementation project) and thereafter upon request.

Lifetime Support

Smartstream will use all reasonable efforts to ensure support remains available for customers' STL applications for a minimum of eighteen months from the software version's general availability date. Support for a particular version may be extended for a limited additional time period through the provision of extended support (further details below).

Right to De-support

STL reserves the right to de-support application versions as part of STL's application lifecycle development program, and where continued support for any software is no longer economically practicable. STL will give customers at least 12 months' notice of any application or version retirement.

Extended Support

STL may, at its sole discretion, provide extended support for specific release versions after their retirement date has passed. When extended support is offered, it is made available for a limited number of months and at additional cost over and above the standard support maintenance charges. Extended support does not include:

- New application Updates
- Certification with new SWIFT message format changes
- Certification with new third-party products/versions

Customers should also note that the standard documented service levels as detailed under the section 'Estimated Service Level for calls' does not apply. Software under Extended Support attracts reduced Call Response, Update and Resolution times.

Extended support is intended for customers who desire to migrate to STL supported applications and versions over an extended period of time.

Unsupported Programs

Customers using unsupported programs, or running application versions past their retirement date, which are not covered under any extended support agreement, will not receive Updates, Enhancements or Service Pack releases, telephone assistance, or any other support service.

Custom Software

The Software Support Service does not cover any custom software that has been commissioned through STL Professional Services on a consulting basis or by any other third party.

Supported Platforms

STL does not test and certify all releases and service packs on all hardware platforms. For a full list of supported configurations please refer to the latest published STL Supported Software Configuration Statement.

Prioritisation and Priority Definitions

Call priorities will be assigned by the STL Support representative as outlined in the following guidelines. Customers may indicate the priority of a call when placing the issue, but support analysts will validate this priority against these same guidelines.

Should the priority indicated by the customer not seem appropriate against the call description provided, the call will be referred to a Support Team Leader or Support Manager to finalise the assigned priority with the customer. On assessing all the information provided, the Support Manager's prioritisation will prevail.

These priorities relate to Production issues only, with the exception of Custom Solution/Toolkit application users.

Priority	Description	Definition	Examples
1 - Blocking	Very High	Complete loss of service. Work cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency.	<input type="checkbox"/> Application will not start/Database is corrupt. <input type="checkbox"/> No users can log in. <input type="checkbox"/> A critical documented function is not available. <input type="checkbox"/> Application hangs indefinitely, causing unacceptable response or indefinite delays for resources. <input type="checkbox"/> Application crashes, and crashes repeatedly after restart attempts. <input type="checkbox"/> Business critical module or function non-operational where no workaround is available.

2 - Severe	High	System operational but with functionality significantly restricted.	<input type="checkbox"/> Application is ineffective for some non-critical but significant functions <input type="checkbox"/> Business critical functions not affected, or if they are, issue can be circumvented without undue business impact allowing operation to continue. <input type="checkbox"/> Application functioning but with diminished functionality and/or performance.
3 – Major to Minor	Standard (Default priority)	Some loss of service.	<input type="checkbox"/> Problem only affecting a single or limited number of workstations or is related to loss of a minor function <input type="checkbox"/> Application is usable, but not functioning as expected.
4 - Cosmetic	Information Request	No loss of service.	<input type="checkbox"/> General application enquiry <input type="checkbox"/> Documentation, software, or license request <input type="checkbox"/> Enhancement suggestion <input type="checkbox"/> Cosmetic application issues

Estimated Service Level for Calls

Commercially reasonable efforts will be made to respond to support calls per the following guidelines.

The priority level assigned will determine the level of service applied to a call and the estimated timescales laid down for the management and resolution of the problem.

Table of call prioritisation and initial response;

Priority	Initial Response Time *
1 - Blocking	90% of Priority 1 service requests will be responded to within 1 business hour - within the Customer's Hours of Support
2 - Severe	90% of Priority 2 service requests will be responded to within 2 business hours - within the Customer's Hours of Support
3 - Major to Minor	90% of Priority 3 service requests will be responded to within 1 business day - within the Customer's Hours of Support
4 - Cosmetic	90% of Priority 4 service requests will be responded to within 1 business week

* These are estimated initial response times. STL gives no guarantee or warranty that these times will be met.

Table of call prioritisation and frequency of call update provided to the customer;

Priority	Updates to Customer *
1 - Blocking	90% of Priority 1 service requests will receive call updates within 2 business hours of problem being reported, and every 2 business hours thereafter, within the Customer's Hours of Support
2 - Severe	90% of Priority 2 service requests will receive call updates within two business days, and every two business days thereafter, within the Customer's Hours of Support
3 - Major to Minor	90% of Priority 3 service requests will receive call updates within one business week, and every week thereafter.
4 - Cosmetic	90% of Priority 4 service requests will receive call updates within two business weeks, and every two weeks thereafter.

* These are estimated customer update times. STL gives no guarantee or warranty that these times will be met.

STL will make commercially reasonable efforts to provide a support response designed to solve or work around a reported Error. If such Error has been already corrected in an Enhancement or Service Pack release, the customer must install and implement the applicable software maintenance release.

The estimated resolution times are dependent on the availability of remote access to the customer's production system and excludes any period where call progression is waiting on customer feedback or pending a customer action to be carried out.

Where a software Update is required for a business-critical call, the estimated resolution time will be extended by the time required to develop and test the software Update. This Update may be provided in the form of a temporary fix, procedure, or routine, to be used until an Enhancement or Service Pack release containing the permanent Update is available.

For all other priorities, the resolution of the problem may be a workaround, and if one is available, will be offered within the estimated resolution times stated below.

Table of call prioritisation and estimated resolution times;

Priority	Estimated Resolution Time *
1 - Blocking	90% of Priority 1 service requests - resolution offered within 4 business hours, within the Customer's Hours of Support, excluding issues requiring a software Update. However, where required, a software Update is typically provided within 1 business day from the time of issue replication within STL Support
2 - Severe	90% of Priority 2 service requests resolution offered within 1 business week, excluding any issues that require a future Enhancement or Service Pack release.
3 - Major to Minor	90% of Priority 3 service requests resolution offered within 1 month, excluding any issues that require a future Enhancement or Service Pack release.
4 - Cosmetic	90% of Priority 4 service requests resolution offered within 3 months, excluding any issues that require a future Enhancement or Service Pack release.

* These are estimated resolution times. STL gives no guarantee or warranty that these times will be met.

STL will make commercially reasonable efforts to provide a support response designed to solve or work around a reported Error. If such Error has been already corrected in an Enhancement or Service Pack release, the customer must install and implement the applicable software maintenance release.

The estimated resolution times are dependent on the availability of remote access to the customer's production system and excludes any period where call progression is waiting on customer feedback or pending a customer action to be carried out.

Where a software Update is required for a business-critical call, the estimated resolution time will be extended by the time required to develop and test the software Update. This Update may be provided in the form of a temporary fix, procedure, or routine, to be used until an Enhancement or Service Pack release containing the permanent Update is available.

Maximising Application Support

Customers can assist STL in providing the Software Support Service and may improve the speed and quality of the service received by ensuring the following.

Have Knowledgeable Customer Support Contacts

Customer support contacts should be knowledgeable about the STL applications and their environment to help resolve application issues and to assist STL in analysing and resolving support calls.

Have the Ability to Reproduce Problems

When submitting a support call, the customers' support contact should have a minimum understanding of the problem encountered and an overall basic understanding of the application concerned. The customer contact should have the ability to reproduce the problem to assist STL in diagnosing the problem.

Support Centre Contact Information

European Support Centre (BRS) - UK

Product coverage - All Smartstream products apart from Smart Reconciliations Aurora, Smart Reconciliations Corona.

Smartstream Technologies Ltd
1690 Park Avenue
Aztec West
Almondsbury
Bristol BS32 4RA
UK

Tel: +44 (0) 1454 888485

E-mail: stl.support@smartstream-stp.com

Hours: 07.00 - 1800 GMT Monday to Friday (excluding UK Public Holidays)

European Support Centre (VIE) - Austria

Product coverage – Smart Reconciliations Aurora, Smart Reconciliations Corona, AIR products only.

Smartstream Technologies
Vienna Twin Tower
Wienerbergstr. 11 Wien 1100
Austria

Tel: +43 1 31354 111

E-mail: Corona.support@smartstream-stp.com

Aurora.support@smartstream-stp.com

Air.support@smartstream-stp.com

Hours: 09.00 - 17.00 CET Monday to Friday (excluding Austrian Public Holidays)

North and South America Support Centre

Product coverage - All STL products.

Smartstream Technologies Inc.
90 Broad Street
Suite 701
New York
NY 10004
USA

For all STL products apart from Smart Reconciliations Corona, Smart Reconciliations Aurora

Tel: +1 212 763 6505

Tel: 1 866-414-5195 (Toll Free US Internal)

E-mail: stl.support@smartstream-stp.com

Hours: 09:00 - 19.00 EST Monday to Friday (excluding USA Public Holidays)

For Smart Reconciliations Aurora, Smart Reconciliations Corona & AIR products only

Tel: + 1 305 954 7769

E-mail: Corona.support@smartstream-stp.com

Aurora.support@smartstream-stp.com

Air.support@smartstream-stp.com

Hours: 09:00 - 17.00 EST Monday to Friday (excluding USA Public Holidays)

Asia Pacific Support Centre

Product coverage - All STL products.

Smartstream Technologies Ltd

80 Robinson Road

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Singapore

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Tel: +65 6220 2584

Tel: 1800 880 800 (for Australian customers)

E-mail: stl.support@smartstream-stp.com

Corona.support@smartstream-stp.com

Aurora.support@smartstream-stp.com

Air.support@smartstream-stp.com

Hours: 09.00 - 18.00 Monday to Friday (excluding Singapore Public Holidays)

Additional Smartstream Technologies company information can be found at:

www.smartstream-stp.com.

Customers requiring a user ID/password for the Customer Support Portal, should contact the European Support Centre at stl-support@smartstream-stp.com **Web-Based Customer Support System**

Online access is available to customer's support calls, by visiting the Customer Support Portal at <https://Smartstream-stp.microsoftcrmpotals.com> and logging in

Access to customer's support call information is generally available 24 hours per day, 7 days a week. This includes the ability to log new support calls online, add updates to any open calls, as well as review the status of the customer's past and present support calls.

Appendix A: Support Change Request Process

