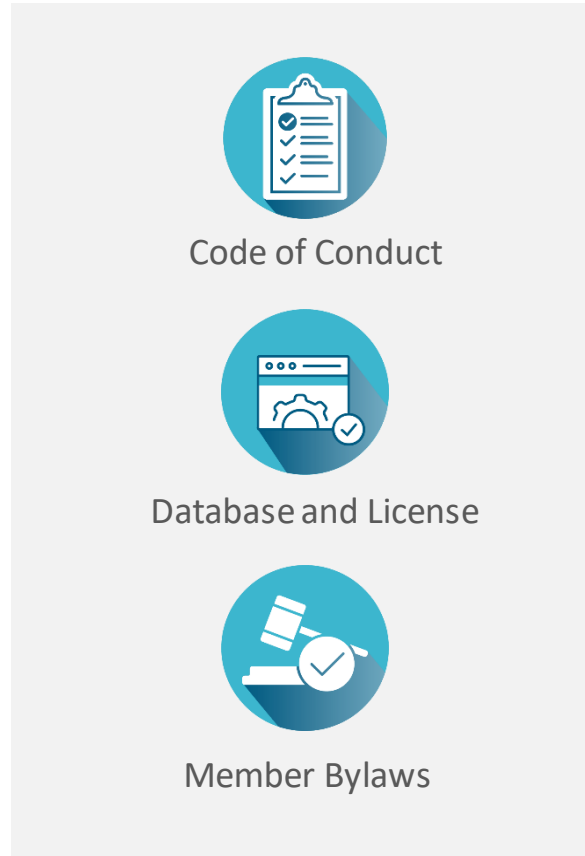




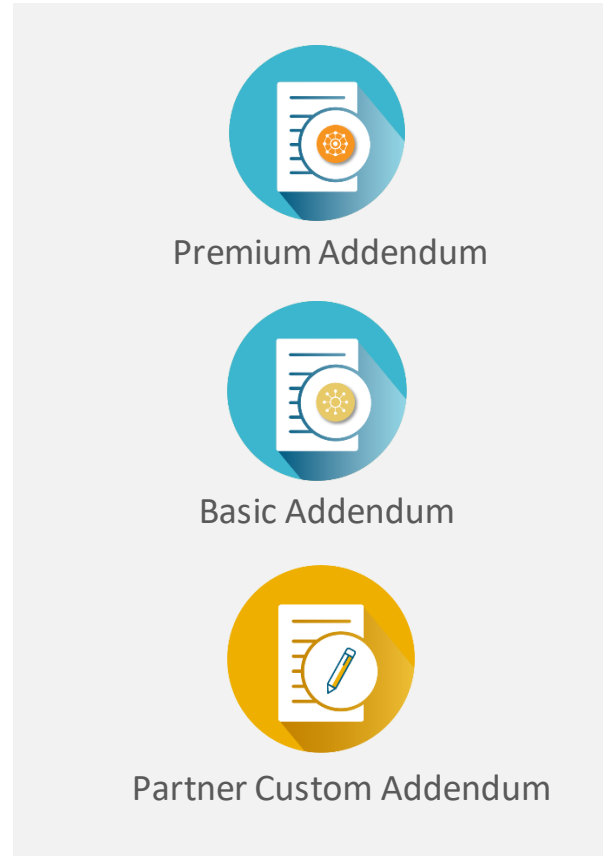
T S A N E T

Legal Framework

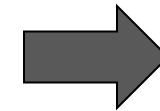
TSANet Legal Agreement Structure



Core Documents that all Members sign



Addendum for Membership level or Partner Group



TSANet Connect provides operations with a consistent method for collaborating based on service levels and defined escalation process



Core Documents - All Members Sign

1. **Bylaws** - Defines organizational structure, member levels, joining criteria, termination guidelines and general business scope
2. **Database and License:** Agreement to utilize TSANet Connect
3. **Code of Conduct:** Defines responsibilities and obligations of members when collaborating
 - Defines types of relationships
 - Competition and anti-competitive activities
 - Notices to Members
 - Treatment of confidential data between member companies (e.g. GDPR)
 - Limitation of Liability
 - Legal Precedence

Partner Addendum - Defines the relationship

A customizable document that defines the type and elements of the relationship.

- Definition of end customer experience
- Hours of support and Member response times
- Geographic coverage
- Product Coverage
- Platform Certification
- Relationship termination requirements
- Call Ownership and Transfer of Incident

Solution Support Legal Framework



A solution is created with two or more vendors. All vendors are part of TSANet allowing for the creation of a Solution Support group

- ❑ Defines the solution to be supported (Certified configurations)
- ❑ Definition of end customer experience
- ❑ Defines how the vendors will collaborate
- ❑ Hours of support, Response times, Geographic coverage



Partner Custom Addendum