SaaS Maintenance & Customer Support Terms

The following terms and conditions apply for Actiance SaaS Hosted Services Solutions.

Maintenance

Actiance shall offer product upgrades to Customers hosted environment pursuant to Actiance's standard release cycle. "Upgrades" are defined as new releases, the provision of updates, bug fixes, problem determination and error corrections, improvements, enhancements, extensions, revisions and updates to the Hosted Solutions (Products) licensed to Customers and which Actiance make generally available to them, together with related documentation. Actiance will provide maintenance and support services for the Hosted Solution at no additional charge as part of the Maintenance and Hosted Support Services agreement. Minor Updates, including bug fixes and error corrections, shall be promptly implemented by Actiance as and when generally available. For Major Updates that affect the look, feel or function of the Hosted Solution, and/or Customer's use of the Service, Actiance will implement after Customer has been notified and provided with documentation (Release Notes) and will allow for a reasonable period of time to transition and/or review. If the Maintenance and Support contract has expired, and the Customer wishes to renew the contract, they will be required to pay all back fees dating to the beginning with previous expiration up to the renewal date.

Actiance shall notify Customers of all Upgrades and replacements/phase-outs as far in advance as is reasonably possible, and shall provide Customers all relevant release notes and other documentation as soon as possible after notification. Actiance will use all reasonable efforts to minimize Customer downtime and schedule maintenance outside of Customer's normal business operating hours in the location from which the Hosted Solution will primarily be accessed. In addition, Actiance will deliver prompt notice of any outage to the Customer designated contacts, which notice shall be sent in advance for planned maintenance windows.

Support

We offer a broad range of support services through an experienced team of certified support professionals located around the world. Our support services are designed to provide customers and partners with world-class customer support from a team committed to ensuring your success with our solutions. Actiance has 3 levels of customer support designed to fit your needs, Standard, Premium, and Business Critical Support. **All SaaS customers receive the Premium Support level of service (by default).**

- **Standard Support** provides customers with answers to product related questions, and provides troubleshooting guidance and tips related to issues incurred with the licensed Actiance Solutions. Customers receive access to our Actiance Community for product documentation, product release notes, access to knowledge base articles, and our online trouble-ticketing system. Standard Support services are available Monday – Friday, 8 am-5:30 pm local time.

- **Premium Support** offers the same services as Standard Support, but offers 24×7 availability and coverage.

- **Business Critical Support** is our most comprehensive service offering. It includes named (dedicated) representatives who ensure every aspect of your service is delivered on time and to your specifications. Contact your Actiance Account Manger to find out more about this service offering and if it's right for your business needs.

- **Issue Reporting Process**
- Customers may contact the Actiance Support Service-desk by phone, e-mail, or our support website

Support Level	Media and Times available (in Customer Primary Time Zone)
Standard	Community Portal: Monday - Friday 8 AM to 5:30 PM excluding holidays Phone: Monday - Friday 8 AM to 5:30 PM excluding holidays E-mail: Monday - Friday 8 AM to 5:30 PM excluding holidays
Premium	Community Portal: Monday – Friday, 5x24 business days Phone: 24x7 E-mail: Monday – Friday, 5x24 business days
Business Critical	Community Portal: 24x7x365 Phone: 24x7x365 E-mail: 24x7x365

There are 3 options for opening a support service request:

Community Portal:

Actiance Community Portal will be your place to download the latest software, access supported platform information, search the knowledgebase, and receive the latest updates and announcements from Actiance. You will also have a quick view of your open support requests, all in one location.

http://support.actiance.com

Login with Actiance provided login credentials that will be delivered, once requested:

- Allows the customer to directly open a support request and attach any files that pertain to the issue

- Create, view or update your support request

- Search the knowledgebase

  – The Knowledge Base portal allows self-service resolution of your problem and provides you with an easy-to-use online technical research library. The Knowledge Base allows quick searches through the entire database or a product subset.

- Setup to receive notifications about our products

- Access product license key, product release notes, product downloads

Cases opened via the Community portal can have priority set by requestor to P2 – P4 only.

Phone:

This option should be used for P1 or high priority issues where you need immediate assistance.

Toll-free Support Line (Direct): US: +1-888-777-8134
Support Line (Direct): US: +1-650-817-7411
EMEA: +44 (0)118 907 2539

This option should **ALWAYS** be used for afterhours or weekend priority 1/2 requests.

E-mail:

support@actiance.com

- This option can be used to automatically open a support case with Customer Support.

- There is no default priority on cases opened via email.

  - This is determined by Support once the email is reviewed.

  - Cases opened by email are generally considered lower priority.

- Once the case is opened, the case priority & other updates can be modified via the Community Portal.

- Cases opened via Email are not monitored afterhours.

When Customers contact Actiance Support, the support engineer will:

- Gather pertinent information related to Customer's problem or service request.

- Assign a priority to Customer's request (see Request Priorities below).

- Open a ticket in Actiance's issue tracking system and provide Customers with the ticket number.

- Begin to work the problem or fulfill the service request.

- Reassign the service ticket to another Actiance engineer as necessary.

- Keep Customers informed of the case progress or request status.

In the event Customers call outside of normal office hours (8:00 AM to 5:30 PM local time) Customers must provide the following information to the back-up call service:

- Caller's name, account name, call back phone number, email address, product type and version number, new or existing case. If existing case, provide case number.

- Description of the problem.

- Business Impact

Note: Customer calls may be routed to the back-up call service during normal business hours, in the event all support agents are on another customer call.

Customer Support Service-Desk:

Our Technical Support team is happy to assist Actiance customers in answering product related questions, and in providing troubleshooting guidance and tips related to issues incurred with the licensed Actiance Hosted Solution.

Response times

Actiance is committed to rapid response to all Support Requests and reported Problems. All Priorities can be logged with Actiance on a 24 hours per day, 7 days per week, 365 days per year basis via phone. All Support Requests can be tracked online by the authorized technical contact who opened the Support Request.

Service Requests are standard requests from end users submitted to the Customer Support Service-desk for something to be provided – for example, a request for information or advice on product functionality or usage; to reset a password; guidance/troubleshooting assistance on an error incurred when using the hosted service; report a potential defect in the hosted software, submit a feature request, etc.

Table 1 (below) outlines **Service Request** categorization and SLO (Service Level Objective) timelines for requests submitted to the support service-desk for our hosted solutions.

Actiance works with our customers to assign the appropriate priority to the **Service Request**. As the case progresses, the Actiance Customer Support team will inform you if the request no longer fits the definition of the original priority and may propose adjusting the priority level. Your feedback regarding any adjustment is important to us and we will try to give you advance notice of any plans to adjust the Priority level. However, if we are unable to contact you after repeated attempts to discuss an adjustment, we may temporarily adjust the assigned Priority Level while waiting for your response. Each Customer request submitted to the Support Service-desk is assigned a priority, based upon the following **<u>Service Level Objective guidelines</u>**:

Table 1: Service Request Priority Levels and Definitions:

Customer Support Service Request Categorization				
Priority	**Description**	**Recommended Method of Contact**	**Initial Response Time**	
			BCS	**Premium**
Priority 1 (High)	Urgent issue that severely impacts your ability to access or use the Actiance SaaS service in a live production environment and your work cannot reasonably continue. • The Actiance Hosted Service URL or UI is unavailable • A critical documented feature / function is not available Priority 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with Actiance.	Must be reported via phone	<= **1** hour	<= **1** hour

Priority 2 (Medium)	Actiance Hosted Solution functionality is degraded; the problem seriously affects the functionality of hosted service. The product is operational, but only select features or a subset of end users are adversely affected. A certain function is somewhat disabled, gives incorrect results or does not conform to the specifications. Important features of the Software as a Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.	Phone, Online Support Community or Email	<= **2** hours	<= **4** hours
Priority 3 (Low)	Non-critical Product Maintenance, Configuration, or Troubleshooting requests, etc. The <u>customer can circumvent the problem</u> and use the system with only slight inconvenience. If during implementation the implementation is partially affected or if the issue affects a Test, UAT, pre-prod or Dev. instance.	Online Support Community or Email	<= **4** hours	<= **24** hours
Priority 4 (Info)	All other non-critical requests. A problem where your business operations have not been adversely affected or a minor condition or documentation error that has no significant effect on your operations; a suggestion for new features or an enhancement regarding the hosted solution.	Online Support Community or Email	<= **8** hours	<= **48** hours

Actiance will provide continuous efforts (24x7x365) to resolve Priority 1 SaaS reported issues until a workaround or resolution can be provided or until the issue can be downgraded to a lower priority.

Service Incidents are tied to unplanned service interruptions in the hosted platform/application. These issues are fulfilled by Incident Management. Major Incidents cause serious interruptions of business activities and must be resolved with greater urgency. The aim is the fast recovery of the service, where necessary by means of a Workaround.

Table 2 below outlines **Service Incident** categorization and timelines for our hosted solutions.

Table 2: Service Incident - Priority Levels and Definitions:

Service Incident Categorization - (Hosted Platform/Infrastructure)				
Priority	Priority 1	Priority 2	Priority 3	Priority 4
Area	Production	Production	Production, Non-Production (UAT, DEV, SIT, DR)	Production, Non-Production (UAT, DEV, SIT, DR)
Description	Critical business impact/service down: Business critical functionality is	Significant business impact: Problem affecting the production	Problem having moderate to low impact on productivity, services	Problem having minimal to no operational or business impact. System performance or

	inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires immediate action to mitigate or resolve the situation.	environment that threatens to shut down production transaction flow, incur data loss, and/or impacts mission critical business functions. A service business feature or function of the service is severely restricted in its use. Hosted solution is operational but highly degraded performance.	performance is degraded, operational or business impact is imminent. The service or functionality is usable and it is not a critical impact on operations.	business functions are inconvenienced but still functional, a work around is available.
Impact	Impact is widespread and impacting all users, and/or impacting mission critical business functions or compliance.	A large group of end-users are being impacted and/or business functions are limited. A work around maybe available. Impact is widespread, impacting at least one business function.	Business risk is moderate, due to a system or business function being degraded. Generally, impacts a small group of end-users. Impact is minimized due to effective workaround or a short-term workaround is available, but not scalable.	Usually impacts one end-user's productivity. Resolution can be deferred and addressed when time allows. No impact to revenue or production.
Response Time	<= **1** hour	<= **2** hours	<= **4** hours	<= **8** hours
Follow-up intervals	Every **1** hour or as agreed upon	Every **4** hours or as agreed upon	Once Daily	Once Daily
Target Resolution Plan	Notification of a target resolution plan or workaround within **4** hours.	Notification of a target resolution plan or workaround implemented within **48** hours.	Notification of target resolution plan or workaround implemented within **4** days (96 hours).	Notification of target resolution plan or workaround implemented within **7** days (168 hours).

Actiance will use commercially, reasonable efforts to meet the target response times stated in the table above.

Actiance will provide continuous efforts (24x7x365) to resolve Priority 1 Hosted Service Incidents until a workaround or resolution can be provided or until the Incident can be downgraded to a lower priority. Actiance does not guarantee resolution times, and a resolution may consist of a fix, workaround, service availability or other reasonable solution.

When will Support close your Support Request?

Support Engineers will only close cases when the issue is resolved, and with your confirmation, unless:

- Support has tried repeatedly to contact you, and you have not responded.
- A timescale has been agreed in advance for when the case can be closed if we have not heard from you.

Internal Escalation

While Actiance makes every effort to ensure that problems are resolved as quickly as possible, it understands that Customers' expectations may not always be met. If for any reason the Customer is dissatisfied with their support experience or does not receive a resolution of their reported issue within a reasonable time frame, they may escalate their concern or question directly to anyone listed in the Internal Escalation list below. Customers can request the current support engineer to escalate the issue to Support Escalation Management. (Support engineers are required to automatically escalate any issues to the next level within Actiance's escalation chain immediately upon the request of the Customer.)

The escalation path includes the following people/teams:

- **Escalation Manager/Support Leadership Team:** SupportEscalation@actiance.com

- **APAC/EMEA Support Sr. Manager:** Anil George, ageorge@actiance.com

- **Americas/Canada Support Manager:** Patricia Knox, pknox@actiance.com

- **Business Critical Support, Sr. Manager:** John Fox, jfox@actiance.com

- **Senior Director, Worldwide Customer Support:** Peter Klahr, pklahr@actiance.com

- **Senior Director, Control & Command Center:** Alan Fiaccone, afiaccone@actiance.com

- **SVP, Worldwide Customer Success:** Leo Haasbroek, lhaasbroek@actiance.com

- **CEO:** Kailash Ambwani, kambwani@actiance.com