



ConnectALL[®] Software Support

Pledge of Excellence

Although this document is necessary to establish a standard of support for our ConnectALL product ("the Software"), we consistently strive to deliver a greater level of support than is presented herein. If at any time we do not meet your expected level of support, please contact any member of the executive management team at ConnectALL, LLC ("ConnectALL").

Product Support

We will provide a combination of email-based support with escalation to telephone-based assistance to You and Users on Issues related to the support. All support will be offered in English. Customer will designate technical personnel who are knowledgeable about the Software to be responsible for reporting Issues and receiving and distributing Issue corrections. ConnectALL's support team representatives will record all Issue reports and coordinate responses.

Users must submit all requests for support by requesting a ticket to the support desk system for the Software at support.connectall.com. Customers may submit follow-up requests for support by email (support@connectall.com) or telephone (US +1 800-913-7457). Customers may also request electronic status reports on reported Issues online or via e-mail. ConnectALL and Customer will cooperate in efforts to resolve reported Issues. For all reproducible reported Issues, ConnectALL will assign a tracking or ticket number. ConnectALL will work to determine the source of the Issues and will use commercially reasonable efforts to provide a fix, by-pass or workaround according to the timeframes described in the Support Levels section below. ConnectALL may request that the Customer reproduce the Issue and instruct ConnectALL how to replicate the Issue or provide the Software log files around the Issue, diagnostic tests or other investigative support. Customer will provide all reasonably requested information to assist in solving the Issue. In cases where ConnectALL determines in its sole discretion that a problem in the Software has been identified by Customer, ConnectALL will attempt to provide a temporary solution, and where suitable, provide a permanent fix to the Software within a commercially reasonable timeframe according to the terms of the Service Levels section below.

ConnectALL may determine based on the information provided by Customer or through its investigation that identified Issues were not caused by ConnectALL hardware, software, customizations, or from unauthorized modifications to the Software (a "Customer Issue"). In the event of a Customer Issue, ConnectALL will either, at its sole discretion, close the ticket without fixing the Customer Issue or ask the Customer if it would like ConnectALL to attempt to fix the Customer Issue. If Customer and ConnectALL agree that ConnectALL will attempt to fix a Customer Issue (though ConnectALL is under no obligation to do so), ConnectALL will bill Customer for such efforts on a time and materials basis, even if ConnectALL is unable to fix the Customer Issue. All Issue correction services will be provided from ConnectALL's offices.

Software support does not include or cover support that becomes necessary due to:

- A malfunction of equipment or media not supplied or maintained by ConnectALL;
- Extensions to the Software involving custom or client-specific code (whether created by ConnectALL or Customer);
- Software configuration;
- Code required to feed data to the Software;
- Project management and training;



- A failure of hardware, equipment or programs not covered by this Agreement;
- Use of software not obtained from ConnectALL under the applicable End User License Agreement;
- Use in an environment of any release of the Software not marked as "Generally Available";
- Any cause or causes beyond the reasonable control of ConnectALL, Issues arising from anything other than the Software itself, such as databases, web-servers or hardware that is not provided by ConnectALL's cloud services;
- Customer's failure to comply with operating instructions contained in the documentation;
- Any modification, enhancement or customization of the Software made by anyone other than ConnectALL;
- APIs, interfaces, web services or data formats other than those included with ConnectALL; or any third-party products except to the extent that they are provided by ConnectALL, and then only in support of the specific interface or functionality that is intended by ConnectALL.

Support Levels

"Severity Level" means the following for any reported Issue:

"Severity 1" means a suspected Software Issue that: (1) renders the Software inoperative; or (2) causes the Software or the Customer's network to fail catastrophically (system down condition).

"Severity 2" means a suspected high impact Software Issue that materially restricts the use or performance of the Software or the Customer's network.

"Severity 3" means a Software Issue that causes a minor impact on the use of the Software or a Documentation Issue.

"Severity 4" means a question about the Software use or implementation.

ConnectALL will use commercially reasonable efforts to respond to Customer requests within the following response times:

Severity Level	Business Hours Response
1	2 Business Hours
2	4 Business Hours
3	8 Business Hours
4	2 Business Days

Severity Level	Target Delivery of Correction or Work-Around
1	Work-around or fix restoring functionality of system (must be restored to Severity 2 or better level of functionality) within two (2) Business Days and fix for Issue within fifteen (15) Business Days
2	Work-around or avoidance within fifteen (15) Business Days and fix within Twenty-five (25) Business Days
3	Work-around or avoidance within twenty-one (21) Business Days and fix available in the next Software release
4	N/A

ConnectALL shall make the final determination of the severity level for any reported Issue.



Staffing and Escalation

Incidents that are not resolved during the initial contact with our Technical Support Analyst (L1) will be escalated to Technical Experts (L2) based upon severity level. Users who are dissatisfied with the response from their initial support staff contact may request that the L1 or L2 representative place them in contact with the Customer Support Team Leader. If the Customer Support Team Leader is unable to resolve the Issue, the Customer's System Administrator may contact Lance Knight (404-395-4875 or lknight@connectall.com)

Upgrades

From time to time, ConnectALL may provide Upgrades to the Software. Upgrades may incorporate third party upgrades as well as accumulated bug fixes. A list of supported third party software and associated upgrades are listed in the Documentation. There will be no additional charge for Upgrades provided Customer is current, without lapse, in its Subscription fees from the date of initial licensing. The Customer will implement provided Upgrades as soon as is reasonably practical. Upgrades do not include new products. New products provide significant new features and functions not available in the current product line, port existing product to new hardware or software platforms, provide significant new functionality on new hardware or software platforms or are designated by ConnectALL as having a new product code. ConnectALL will provide Customer with electronic download access to or physical media containing Issue corrections and Upgrades at its sole discretion. ConnectALL will keep the product the Software compatible with the versions of third-party software listed in ConnectALL's then-current the Software product roadmap. ConnectALL will continue to maintain compatibility with such third-party software upgrades or new releases to the extent ConnectALL determines it to be financially and technically expedient to do so. ConnectALL will continue to offer Issue correction services for the Software following the issuance of a superseding release for up to twelve (12) months; provided however that ConnectALL may withdraw support for the Software by providing one (1) year prior written notice.

Support Prerequisites

ConnectALL will have no obligation to provide subscription if Customer has not paid all applicable and other amounts payable pursuant to the applicable End User License Agreement or is otherwise not in compliance with the terms of the End User License Agreement. To be eligible for Support, the Customer must be current, without lapse, in its subscription fees from the date of initial licensing, and the hardware and operating system on which the Software is installed must meet the Software's minimum configuration requirements, which, for a given Minor Release of the Software, will be published in the Software's Minor Release Documentation. If subscription has lapsed and Customer wishes to reinstate Support, Customer must pay for a new subscription of the Software.

Support Service Exclusions

Unless otherwise agreed to in an applicable Order Form, no support can be provided for (i) instances where the Software is modified by Customer personnel or by third parties; (ii) problems caused by accident, neglect, misuse or improper programming by Customer personnel; (iii) on premise installation failure or fluctuations in electrical power or hardware equipment; or (iv) failure of Customer to fulfill its obligations under its written agreements with ConnectALL.



Cloud Availability Level Agreements

During the term of the applicable agreement between ConnectALL and Customer (the "Agreement"), the Hosting Services delivered by ConnectALL will be operational and available to Customer at least *99.95% of the time in any calendar month (the "Uptime Guarantee"). Any unscheduled outage, unexpected disruptions, or downtime will be included in calculating the Monthly Uptime Percentage; provided, however, that Routine Maintenance will not be used to measure against the Monthly Uptime Percentage.

*99.95% is not inclusive of any downtime that may result from additional customer requests for maintenance support that fall outside of Routine Maintenance.

Routine Maintenance

Routine Maintenance shall mean maintenance to the Hosting Service, including such things as upgrades and service patches. ConnectALL will inform Customer in writing one (1) week before performing such Routine Maintenance. These scheduled Routine Maintenance will occur between the hours (6:00 PM – 12:00 AM) of the established dates. Routine Maintenance is expected to occur 2 to 3 times a year. ConnectALL reserves the right to perform Routine Maintenance during these agreed upon hours. Notwithstanding the foregoing, security patches shall not be classified as Routine Maintenance and the Parties agree that any maintenance required for the purposes of security should be addressed as soon as practicable.

Support and support channels for the Cloud version of the Software will follow the support terms outlined in this document.

Definitions

"Business Day" Means each day Monday through Friday except on national and provincial holidays in the United States.

"Business Hours" means 9 AM – 5 PM Eastern Standard Time on a Business Day.

"Customer" means the entity purchasing the Software.

"Documentation" means any end user manuals or online help files that accompany the Software, as revised by ConnectALL from time to time.

"Issue" means a failure in the Software to materially conform to the specifications as described in the applicable Documentation.

"Maintenance Fix" means a later version of the Software, designated by ConnectALL by means of a change in the digit to the right of a Minor Release number (e.g. x.x.1, x.x.2).

"Major Release" means a change in the first digit of the Minor Release (e.g. 2.x, 3.x, 4.x).