

General

Support will be provided to Customer's Users in accordance with the terms of these support terms and conditions. Users can submit cases by email or telephone. Adaptus, LLC will use commercially reasonable efforts to promptly respond to each case, and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround, or other solution in Adaptus's reasonable determination.

Designated Contacts

"Designated Contacts" are Users the Customer identifies as primary liaisons between the Customer and Adaptus for technical support. The Customer shall identify between one (1) and four (4) Designated Contacts. The Customer may be charged an additional fee for Designated Contacts in excess of four (4) at any given time. The Customer shall notify Adaptus whenever Designated Contact responsibilities are transferred to another individual.

Customers' Designated Contacts shall be responsible for:

1. Overseeing Customer's support case activity
2. Developing and deploying troubleshooting processes within Customer's organization

Customer shall ensure that Designated Contacts:

1. Are knowledgeable and capable of administrating and troubleshooting the Salesforce.com and Adaptus products being used by the customer.
2. Have completed any supplemental training appropriate for the Designated Contact's specific role or Customer's usage of the Services.
3. Are knowledgeable about the applicable Services in order to help resolve, and to assist Adaptus in analyzing and resolving, technical issues.
4. Have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem in order to assist Adaptus in diagnosing and triaging it.

The Customer shall also designate the level of access afforded to each designated contact. The following are the available access levels:

1. Full Account Access – Contacts with full account access have full authority over the account including the ability to request changes to the service, add/remove authorized users, discontinue or pause services, or add/update/remove designated contacts.
2. Support Only Access – Contacts with support only access are able to contact Adaptus for technical support issues, but are not authorized to request users to be created, password resets, or request any account level changes without the prior approval of a contact with Full Account Access.

If an employee contacts Adaptus for support who is not a designated contact, Adaptus reserves the right to refuse any such request until a designated contact has added the contact as a designated contact.

Support Process

1. Case opened by contacting Adaptus support by phone or email.
2. Assign engineer to determine cause and resolve/escalate the issue.
3. Escalate to development team, if necessary, to perform further investigation
4. Provide Patch to fix identified defect in the product by the development team
5. Status Updates of the issue will be given to the designated contact via email or phone.



Support & Maintenance Terms

Telephone Support

Customers may contact customer support by calling 800.955.0573.

Customers on a Premier Support Plan

Telephone support is available in English twenty-four hours a day, seven days a week to customers who have purchased a premier support plan. Calls will normally be answered by a triage agent, who will document the case and route it to the appropriate support team for response to Customer.

Customers on a Standard Support Plan

Telephone support is available in English 8am to 5pm CST (Monday – Friday). Customers are allotted 6 telephone support incidents per calendar year. Customers exceeding their allotted telephone support incidents will need to purchase additional telephone support incidents.

Submitting a Case

Users may submit a case in any of the following ways:

Email – Customers may open a case by emailing support@Adaptus.com. Only designated contacts may email Adaptus to open a case. Once the email has been received, the sender will receive an auto-generated email with the unique case number acknowledging that the case has been successfully created.

Phone – Customers may open a case by calling 800-955-0573. Only designated contacts may contact Adaptus by phone to open a case. Once a phone call has been received, a case will be generated and an email with the unique case number will be sent acknowledging that the case has been successfully created.

Severity Levels

Issues will be categorized and handled according to an assigned severity level. The case severity level is selected by the User at time of case submission, and will be updated by Adaptus as follows:

Severity	Definition
Level 1 - Critical	Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available.
Level 2 - Urgent	Major production functionality is impacted or performance is significantly degraded. Issue is persistent and affects many Users and/or major functionality. No reasonable workaround is available.
Level 3 - High	Production System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.
Level 4 - Medium	Inquiry regarding a routine technical issue, or a non-production issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

Target Initial Response Time

Adaptus will use commercially reasonable efforts to respond to each case within the applicable response time described in the table below, depending on the severity level set on the case.

Target Initial Response Time by Case Severity		
Severity	Target Initial Response Time (Standard Support)	Target Initial Response Time (Premier support)
Level 1 - Critical	2 business hours ³	1 hour ¹
Level 2 - Urgent	4 business hours ³	2 hours ¹
Level 3 - High	24 hours ³	4 business hours ²
Level 4 - Medium	48 hours ³	8 business hours ²

¹Severity Level 1 and 2 target initial response times are 24x7, including weekends and holidays. Severity Level 1 cases must be submitted via telephone as described above.

²Severity Level 3 and 4 target initial response times include local business hours only and exclude weekends and holidays.

³Standard support target initial response times include local business hours only and exclude weekends and holidays.

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis.

Cooperation

Adaptus must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Adaptus to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access to their SFDC application and/or desktop system for troubleshooting purposes. If the Customer becomes unresponsive for a support issue, Adaptus reserves the right to close the support issue after two separate attempts to contact the Customer.

SERVICE UPDATE RELEASES

Updates to the service may be released to Adaptus customers. The Customer designated contacts will be notified by email at least 30 days prior to the release notifying them of the release date and will be provided early access to the release for testing purposes. The customer is responsible for ensuring that Adaptus has the correct contact information for each designated contact including First Name, Last Name, Title, Email, and phone.

The following terms shall apply:

- a. Early Access Testing Environment Reduced Functionality. Early access testing environments may have reduced functionality and limitations based on the sole discretion of Adaptus.
- b. Quantity of Early Access Testing Environments Provided to Customer. The quantity of early access testing environments provided to the customer will be no greater than the number of purchased connectors as specified on the order form.
- c. Early Access Testing Environment Customer Usage. Early access testing environments may be used by the customer solely for testing purposes, and shall not at any time be connected to any production environment by the Customer.
- d. Automatic Upgrade of New Versions. Upon providing the customer designated contacts with 30 days notice of a release by email, Adaptus may at its sole discretion, upgrade or downgrade Adaptus managed and/or owned systems on or after the specified release date, in the email communication, with or without the customer's approval.

SERVICE MAINTENANCE RELEASES

Maintenance updates to the service may be performed by Adaptus at any time without prior notice to the customer. Adaptus will use all business reasonable efforts to notify customers prior to when the update is being performed and perform service maintenance releases during the timeframes specified below.

- a. Emergency Defect Updates. Any update to the service that is required because a major security threat exists, or the system is unusable for one or more of Adaptus' customers, and no business reasonable workaround can be found. Emergency bug fix updates to the service may be performed at any time by Adaptus without prior notice to the customer.
- b. Critical Defect Updates. Any update to the service that is required because a moderate security threat exists, or one or more of Adaptus' customers are affected causing them to be unable to perform normal business operations, but a business reasonable workaround is found. Critical defect updates to the service may be performed by Adaptus without prior notice to the customer during the window of 7PM to 6AM local time to the region being updated on any day of the week.
- c. Minor Security Updates. Any update to the service that is required because a minor security threat to Adaptus' customers has been identified. No customers are currently affected. Minor security updates to the service may be performed by Adaptus without prior notice to the customer during the window of Friday 7PM to Monday 6AM local time of the region being updated.

Salesforce Managed Package Maintenance Releases

Maintenance releases will be automatically applied periodically to customer SFDC environments, for customers who are in good standing, to fix known issues in the application. Customer sandboxes installed with the application will have the maintenance releases applied first to give customers an opportunity to test the maintenance release. Customer designated contacts will be given notice as to when the maintenance release will be applied to their production and sandbox SFDC environments by email. Should the customer wish to not have a maintenance release applied to their production environment, the customer may opt out by submitting a case to Adaptus at least 3 business days prior to release date. A customer who has opted out of a maintenance release has 45 days to test the maintenance release. On the 45th day after the initial release date, Adaptus will apply the release to customers who have opted out of the release to their production environments.

Managed Package New Versions

New versions of the application will be released to customers, who are in good standing, on a periodic basis. Customer designated contacts will be notified by email of the new release and will be given links to install the new release in their sandbox and production environments. The email will give customers an overview of the changes in the application and will provide access to updated documentation for the application. At no time will Adaptus automatically apply new releases to customer environments.

Managed Package Version End of Life

Adaptus may at its option deem a version of the application has reached its end of life. An application version will reach its end of life once it has been determined that Adaptus can no longer adequately support the version of the application and that customers will be better served to upgrade to a newer version of the application. Adaptus shall no longer support versions of the application that have reached their end of life. Customers who are using unsupported versions of the application shall not be entitled to support until they have upgraded to a version of the application that is supported. Customer designated contacts will be notified at least 90 days prior to a version of the application reaching its end of life by email or phone.

Changes to Support and Maintenance Terms

Adaptus may modify the Support and Maintenance Terms from time to time, provided the level of service under the terms will not materially decrease during a subscription term.