

AGILOFT SUPPORT ADDENDUM

Version 1.0 (last updated April 11, 2025)

This Agiloft Support Addendum (“**Support Addendum**”) describes how Agiloft maintains and provides technical support for its Subscription Services. Capitalized terms used but not defined in this Support Addendum have the meanings set forth in the **Agiloft Services Agreement**. The following terms may be updated from time to time; however, for each Order, the terms in the Support Addendum in effect on the date the Order is executed will apply for the duration of the Subscription Term.

1. MAINTENANCE

- 1.1. **Providing Maintenance.** Agiloft will provide Customer with regular Maintenance for the Supported Versions during the Subscription Term. Scheduled Maintenance is performed during the Maintenance Window with reasonable advanced notice. Agiloft will use reasonable commercial efforts to provide advanced notice of Emergency Maintenance and to perform Emergency Maintenance during the Maintenance Window but reserves the right to perform Emergency Maintenance with no advanced notice and outside of the Maintenance Window when deemed reasonably necessary by Agiloft. Agiloft will schedule Customer for Maintenance as soon as the Maintenance becomes available. Single Tenant Customers may elect to reschedule Maintenance, excluding Emergency Maintenance. Agiloft maintains a calendar of monthly Maintenance in the Agiloft Community.
- 1.2. **Documentation.** Agiloft makes release notes related to the Subscription Services and Maintenance available to Customer as well as updated Documentation and Assistive Materials available through the Agiloft Help Wiki and Agiloft Community.

2. TECHNICAL SUPPORT

- 2.1. **Support Plans.** During the Subscription Term, Agiloft will provide Support to Customer for the Supported Versions in accordance with the applicable Support plan selected by Customer (as specified in the Order). All Support plans include the following: (a) 24/7 access to the Support Portal, Agiloft Help Wiki, and Agiloft Community; and (b) telephone support and Support Portal staffing during the Support Hours.
- 2.2. **Scope.** Support covers standard Subscription Services functionality for Supported Versions. Support does not include: (a) Professional Services or customization advice; (b) Third-Party Services or other third-party systems (excluding Integration Support if applicable); (c) misuse or unauthorized modifications to the Subscription Services; (d) issues resulting from errors caused by Customer’s Users including irreversible destruction of data; or (e) unavailability caused by Customer’s systems, work environment, equipment, internet provider, or actions that are not attributable to Agiloft or the Subscription Services.
- 2.3. **Obtaining Support.** In addition to self-help resources available through the Agiloft Help Wiki and Agiloft Community, Customer may contact Agiloft’s support team by submitting a ticket in the Support Portal or by contacting Agiloft by telephone during the Support Hours. Telephone calls may be logged by Agiloft as tickets in the Support Portal depending upon the content of the call and if an immediate resolution is provided.
- 2.4. **Support Tickets.** When submitting a ticket in the Support Portal, Customer will select whether the ticket is for: (a) a Bug (i.e., Error); (b) Support Issue; or (c) Enhancement Request. Support Issues and Enhancement Requests are automatically classified as Severity Level 5 (Low). Customers are notified as support tickets move through the support process to resolution and may view their tickets in the Support Portal. Customer Support Contacts view only their own support tickets by default; upon request, they may be permitted to view all support tickets. Agiloft Support is not available for Customer’s customers, vendors, or other external users.
- 2.5. **Error Resolution.** For a Bug (i.e., error) ticket, Customer will provide the information requested in the reporting form. Based on the information provided, Agiloft will assign the Severity Level and use commercially reasonable efforts to meet the applicable response time and resolution plan set forth in Schedule 2.

Severity Level	Description
1 – System Down	The Subscription Services are unavailable or the majority of the Subscription Services functionality is unusable and inaccessible and a Workaround is not immediately available.
2 – Critical	Customer is unable to perform basic Subscription Services functions or there is a significant degradation in the performance of such basic functions; or one or more key

	feature of the Subscription Services is unusable, and a Workaround is not immediately available.
3 - High	A material feature or functionality of the Subscription Services is not operating in accordance with the Documentation; there are other defects in the Subscription Services or material degradation in performance of a major feature or functionality of the Subscription Services.
4 - Medium	A minor feature or functionality of the Subscription Services is impacted or the issue reported by Customer is not readily reproduceable.
5 - Low	An issue with a negligible impact; Enhancement Requests; Support Issues; or other Customer requests for information or assistance on capabilities, installation, or configuration of the Subscription Services.

2.6. Escalation. If a support ticket is not responded to in the time set forth in Schedule 2 based on the Severity Level, an “Escalation Button” will appear in the support ticket that Customer may use to escalate that support ticket.

3. DEFINITIONS

“**Business Days**” means Monday through Friday, excluding Holidays.

“**Customer Support Contact(s)**” means one or more User(s) with system administrator privileges designated by Customer to submit support tickets in the Support Portal.

“**Emergency Maintenance**” means maintenance that may be performed outside of the Maintenance Window for Agiloft to provide security or other critical updates and patches.

“**Enhanced Support**” means the optional enhanced Support plan (Gold or Platinum) selected by Customer for the Fees set forth in the applicable Order.

“**Error**” or “**Bug**” means a failure, problem, or issue that causes (a) the Subscription Services not to conform to the specifications in the Documentation; (b) unavailability or intermittent outages of the Subscription Services; (c) a degradation in the performance of the Subscription Services; or (d) a defect in the Agiloft Software. In the Support Portal and tickets, Errors are referred to as “Bugs”.

“**Enhancement Request**” means a request made by Customer to Agiloft in the Support Portal to add functionality or features to the Subscription Services that would require a change to the underlying software (and not just configuration of the Subscription Services). Any enhancements to Subscription Services from an Enhancement Request are at Agiloft’s sole discretion.

“**Excused Maintenance**” means Emergency Maintenance and Scheduled Maintenance.

“**Holidays**” means (a) the following U.S. Federal holidays: New Years’ Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day; and (b) the day after Thanksgiving Day.

“**Integration Support**” means that Agiloft’s support team will communicate directly with a Third-Party Service’s support team at Customer’s request to troubleshoot and resolve integration issues.

“**Maintenance**” means Agiloft provided updates, bug fixes, enhancements, new releases, new versions, and other improvements or repairs to the Subscription Services, that Agiloft provides at no additional charge to its other similarly situated customers.

“**Maintenance Window**” means weekends and the hours of 10 pm to 4 am on weekdays for the time zone in which Customer’s production server is located.

“**Scheduled Maintenance**” is any system maintenance performed during the Maintenance Window.

“**Single-Tenant Customer**” means a customer whose instance of the Subscription Services is on a separate virtual environment that does not host other Agiloft customers.

“**Standard Support**” means the Support plan included with the Subscription Services at no additional cost to Customer.

“**Support Issue**” means questions about standard Subscription Services functionality that does not involve software changes to the Subscription Services, although it may involve changes to the configuration made by the Customer’s system administrator.

“**Support Hours**” means that the Support Portal is staffed and telephone support is available: (a) for Standard Support, during Business Days, from 8 am to 5 pm in the primary time zone for Customer as communicated by the Customer to Agiloft; (b) for the Gold Enhanced Support plan, twenty-four hours a day during Business Days; and (c) for the Platinum Enhanced Support plan, twenty-four hours a day all year round including weekends and Holidays.

“**Support Portal**” means Agiloft’s web-based support portal, available twenty-four hours a day, seven days a week, for submitting tickets and questions and tracking support tickets.

“**Workaround**” means a temporary or short-term plan or solution to circumvent or overcome an Error until a permanent solution is found where the underlying issue causing the Error is not eliminated.

SCHEDULE 1

	Standard	Gold	Platinum
Case Submission	✓	✓	✓
Help Center	✓	✓	✓
Community	✓	✓	✓
Escalation button appear after SLA expiration	✓	✓	✓
System Down Initial Response in 30 Minutes	✓	✓	✓
Priority Ticket Handling	No	✓	✓
Coverage Hours	Standard business hours	24 x 5	24 x 7
Support Team	Pooled	Pooled	Pooled + Named
Weekend Support	System down	System down	✓
System Down	30 minutes	30 minutes	30 minutes
Critical	4 hours	1 hour	30 minutes
High	8 hours	4 hours	2 hours
Medium	12 hours	8 hours	6 hours
Low	24 hours	24 hours	12 hours
Scope	As built functionality	As built functionality	As built functionality + Integration support
EBR/Operations Review	No	Bi-Annual	Quarterly
Technical Account Manager	No	Add-on	Add-on

SCHEDULE 2

Severity Level	Support Package	Initial Response Time	Target Resolution Time	Resolution Plan
Level 1 - System Down	Standard	30 minutes	30 – 60 minutes	Engineering and/or support staff will be assigned as needed 24/7 until a Workaround or resolution can be provided. If a Workaround is provided, a resolution will be made available in the next Scheduled Maintenance. Regular progress reports will be provided.
	Gold	30 minutes	30 – 60 minutes	
	Platinum	30 minutes	30 – 60 minutes	
Level 2 - Critical	Standard	4 hours	4 – 8 hours	Engineering and/or support staff will be assigned during the Support Hours until a Workaround or resolution can be provided. If a Workaround is provided, a resolution will be made available in the next Scheduled Maintenance. Regular progress reports will be provided.
	Gold	1 hour	2 – 4 hours	
	Platinum	30 minutes	2 – 4 hours	
Level 3 - High	Standard	8 hours	See next column.	If a Workaround can be provided, the resolution will be provided in the next Scheduled Maintenance. If a Workaround cannot be provided, a resolution will typically be provided within seven days.
	Gold	4 hours		
	Platinum	2 hours		
Level 4 - Medium	Standard	12 hours	See next column.	If a Workaround can be provided, the resolution will be provided in the next Scheduled Maintenance. If a Workaround cannot be provided, a resolution will typically be provided within a month.
	Gold	8 hours		
	Platinum	6 hours		
Level 5 - Low	Standard	24 hours	See next column.	If a Workaround can be provided, the resolution may be provided at Agiloft's sole discretion. Any enhancements to the Subscription Services are at Agiloft's sole discretion.
	Gold	24 hours		
	Platinum	12 hours		