



Customer Support Service Level Agreement

Customer Support

Social Solutions provides comprehensive user and system support for all ETO software® clients within the client's subscription fees. Provided by industry professionals, our team's experience in the field of human services coupled with their extensive knowledge of the software allows them to provide timely and relevant support to all authorized users. Our goal is to keep customers happy and well educated about ETO software by responding quickly to phone calls and emails, providing thorough, friendly and accurate support, and by providing documentation and a knowledge base that will enable clients to address questions without having to contact Support directly. We are committed to helping users understand how to best utilize their system to maximize their organization's outcome(s). Additional support packages are available for a fee that is in addition to the subscription fees, for clients who need advanced support options to match their unique business needs. The chart shown below provides an overview of the support provided in the various support packages.

Features	Basic	Silver	Gold	Platinum
Target support initial response time by case priority level	Critical: 1 business hour High: 2 business hours Medium: 16 business hrs Low: 1 business Day	Critical: 1 business hour High: 2 business hours Medium: 16 business hrs Low: 1 business Day	Critical: 1 hour High: 2 hours Medium: 12 hours Low: 16 hours	Critical: 1 hour High: 2 hours Medium: 8 hours Low: 12 hours
Live toll-free phone support ¹	Mon – Fri 7AM to 8PM	Mon – Fri 7AM to 8PM	24x7 ²	24x7 ²
Online Chat Support – Mon-Fri 9am to 5pm ^{1,2}	✓	✓	✓	✓
Email Support – Mon-Fri 7am to 8pm ^{1,3} <u>After Hours – Critical Only</u> Mon – Fri 8PM to 11PM, Sat/Sun 10AM-3PM	✓	✓	✓	✓
Online customer portal access including self-service knowledge base	✓	✓	✓	✓
Advanced support on questions, troubleshooting and field formatting of ETO Result (post go-live)		2 Hrs. / Qtr.	4 Hrs. / Qtr.	8 Hrs. / Qtr.
ETO Admin Certification self-paced prep course and exam		1 administrator	2 administrators	4 administrators
Assigned Advanced Support Consultant (ASC) ⁴			✓	✓
Check-in calls with ASC to review open support cases and issues			Monthly	Weekly
Access to pre-release webinars and one-on-one follow-up call ASC			✓	✓
Guidance in support of a mutually agreed upon quarterly “ETO goal”				✓
Annual system review and evaluation (up to 5 program configurations)				✓
Pricing	Included	Greater of 10% of ARR or \$2500/year	Greater of 15% of ARR or \$5000/year	Greater of 20% of ARR or \$15000/year

All times reflect Eastern Standard Time (EST)

¹Excluding US holidays

²Attempt will be made to answer questions while in chat, otherwise response will be within 2 hours.

³Email Support response time targeted to be within 2 hours.

⁴Primary support contact is available M-F 9-5PM local time based on US-based customers' locations. International customers will be considered on a case by case basis.

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How to Contact Customer Support

Social Solutions provides several different ways to contact Support:

Online Help Manual: Users can access our searchable online Help Manual to find out how to use all software features, locate answers to FAQs, or watch recorded trainings (available 24/7).

Customer Portal: Customers can log into our Customer Portal to contact support, update cases or check issue and case statuses, or check our Knowledge Base (available 24/7). This is accessible to all ETO administrators via the Support link under Help in the upper right hand corner of ETO.

Phone support: Users can call Customer Support at 866-732-3560 x 2 to speak with a live Customer Support Representative (see below for availability).

Chat support: Users can chat with a live representative (available 9:00 am – 5:00 pm EST) by clicking Help in the upper right hand corner of the software and then clicking Support to access the portal.

Email support: Users can email support@socialsolutions.com (ETO software users) directly or send a message through the software by clicking on the Help link in the upper right corner of the software and then clicking Support (see below for availability).

Customer Support Availability – Basic – United States/Canada

Social Solutions Customer Support is available by phone and email during the following business hours:
Monday – Friday 7:00 am – 8:00 pm (ET)

Chat support is available Monday – Friday 9:00 am – 5:00 pm (ET)

After Hours – Basic – United States/Canada

Social Solutions Customer Support checks email for major issues from 8:00 pm – 11:00pm (ET) Monday – Thursday, 6:00 pm – 11:00 pm (ET) on Friday, and 10:00 am – 8:00 pm (ET) on Saturday, Sunday, and holidays. This is only intended to be used for major issues; for example, a server running out of memory or a reporting server down. If your email is not regarding an outage or major performance problem, it will be answered the following business day.

Customer Support Availability – Basic – Australia

Social Solutions Customer Support is available by phone and email during the following business hours:

Monday 8:30 am – 5:00 pm (AUS ET)

Tuesday – Thursday 12:00 am – 5:00 pm (AUS ET)

Friday 12:00 am – 3:30 pm (AUS ET)

Saturday 12:00 am – 12:00 pm (AUS ET)

After Hours – Basic – Australia

Social Solutions Customer Support checks email for major issues from 10:00 am – 3:00 pm (Australian Eastern) on Saturdays and 2:00 am – 12:00 pm (Australian Eastern) on Sunday and U.S. holidays.

Customer Support Availability – Basic – UK

Social Solutions Customer Support is available by phone and email during the following hours (all times below are in BST (British Summer Time)):

Monday – Friday 12:00 pm – 1:00 am (following day)

Afterhours – Basic – UK

Social Solutions Customer Support checks email for major issues from 3:00 pm – midnight (BST) on Saturdays, Sundays, and U.S. holidays.

Party Responsibilities

Customer/User Responsibilities

Administrators are expected to receive individualized training from a member of their SSG Implementation Team and/or attend the 3 Day Administrator Orientation or 4 Day Virtual Administrator Orientation before they begin contacting Support. Non-administrator users also have a responsibility to receive training to obtain an understanding of the features prior to utilizing Support. Customer Support provides free online and recorded trainings through our online Help Manual and Knowledge Base. The user also has a responsibility to know what it is they need when contacting Support; the customer/user should contact their system administrator/site manager if they are uncertain of or unable to clearly describe their needs.

Customer Support Responsibilities

The Customer Support Representative is responsible for gathering the customer/user's information and for determining their needs by listening and asking clarifying questions. When evaluating the needs of the customer/user, it is our responsibility to determine whether the question or issue can be resolved in less than 20 minutes. If yes, the Representative should continue to assist. If no, the customer/user may be scheduled for advanced support with a more senior member of the team and/or forwarded on to their Account Manager to discuss paid training/consulting options when appropriate.

Customer Support: Basic Support

When users contact Customer Support, a case will be entered into our Customer Relationship Management (CRM) system resulting in a unique case number. This case number will be provided to the customer and will be left open until the case is resolved. Each time a user contacts Support with a different question or issue, a new case will be entered into the CRM system.

Response Time for Basic Email/Portal Support

Response times may vary and is highly dependent upon the volume of cases Support is working on with all customers. Our initial target response time ranges depending on the priority of the case submitted. See below for details and definitions of case priorities and target response times:

- **Critical/Business Down** – These cases apply to a service being stopped or so severely impacting you with no acceptable workaround that you cannot reasonably continue business operations, reports due within a limited time frame, removal of users for security purposes from the software, features or reports not functioning causing possible data loss, data corruption, or significant financial impact. Customers reporting these cases should be readily available for additional follow up questions or troubleshooting. Target response time is one business hour.
- **High** - Your use of the software is continuing but there is a serious impact on business operations. You are reporting that the software is operational with one or more important features unavailable with no acceptable workaround. High priority requests can apply to time sensitive cases or cases that require significant investigation and need to be addressed quickly. Target response time is two business hours.
- **Medium** - Your use of the software is continuing but there is a moderate impact on business operations. User is reporting that the software is operational with one or more important features unavailable but there is an acceptable workaround. Medium priority requests can apply to time sensitive cases or cases that require significant investigation and need to be addressed quickly. Target response time is 16 business hours.
- **Low** - Software is operational with problems or errors which have little impact on system operations. There is no time limitation involved and the response will not impact immediate business operations. Low priorities can apply to enhancement requests, questions on best practice, request for more information on a specific feature, spelling or grammar errors, or comments on the software. Target response is one business day.

In order to provide the highest level of service to all our customers, Critical/Business Down cases will be reviewed first; if the case does not meet the definition of a Critical/Business Down case, then the response will be based on the actual priority of the question, request, or concern.

If a case is not submitted through our designated contact us pages or the portal, the priority will default to Medium unless it explicitly states otherwise within the subject of the message. Case priorities can be adjusted after the case has been submitted if additional information is provided/discovered that causes the priority to either increase or decrease. If the case priority is adjusted by a Customer Support Representative, the representative will notify you of the change and provide an explanation for the change.

When contacting Support via chat (during normal chat business hours):

Chat is answered in real time in the order in which they are received. If no representatives are available, your question will be sent via email and it will be answered in the order in which it is received – see email response times for more information. For all chat interactions, our goal is to answer the user's question(s) while on chat. If for some reason this is not possible, the targeted response time for following up on a chat with questions left unanswered ranges from two hours to one business day depending on the level of research needed to investigate and answer the user's question. The response time may be longer if the case is escalated to a higher level Support Team member, but the customer will receive updates while the representative continues to work on the case. We strongly recommend that users do not use chat support for more complex questions or issues, such as ETO Results related questions or troubleshooting technical issues on your computer, such as the inability to open a report. These types of questions are handled much more easily via phone or email.

When contacting Support via phone (during normal business hours):

Calls are taken in real time and are answered in the order in which they were received. Please note, if you are waiting in the queue for the next available representative and wish to leave a voicemail, the next available representative will respond to the voicemail, typically within one hour. For all phone interactions, our goal is to answer the user's question(s) while on the phone. If for some reason this is not the case, the targeted response time for following up on a call with questions left unanswered ranges from four hours to one business day depending on the level of research needed to investigate and answer the user's question.

The response time may be longer if the case is escalated to a higher level Support Team member, but the customer will receive updates while the representative continues to work on the case.

Resolution Time for Basic Support

Our targeted support (non-development related issue) resolution time is eight business hours from initial response (this does not include time when the support representative is waiting for a response from the customer). Please note our resolution time is highly dependent on the detailed information provided by the user/customer.

Customer Support: Tiered Support Packages

Social Solutions offers three additional levels of advanced support to respond to unique client needs. These tiered support packages provide customers with 1:1 assistance for *fully trained* ETO Administrators (see Customer/User Responsibilities above). This type of support typically lasts 30-60 minutes and is scheduled once a Customer Support Representative assesses that the particular case may be too complex to be resolved in a normal tier 1 support interaction. Each customer may receive between two and eight hours per quarter of advanced support sessions per quarter related to general ETO questions and ETO Results related inquiries depending on the level of support selected. In addition to the advanced support sessions, the packages may include monthly or weekly meetings with your assigned Advanced Support Consultant, ETO Admin Certification, pre-release webinars and pre-release webinar follow up, which vary depending on the level of support selected. Additional needs may be discussed with the Account Management team. The limit for advanced support is per organization/customer and not per administrator. ***For specific details on each level of Tiered Support, refer to the table on page 2 of this document.***

Availability of Advanced Support

Social Solutions Customer Support is able to provide support up to 24 hours per day, 7 days per week for calls regarding general ETO questions. Targeted response times are enhanced although they still vary depending on the availability of the customer and the Advanced Support Representative.

Response and Resolution Time for Advanced Support

Response and resolution times may vary and is highly dependent upon the volume of cases Support is working on with all customers. Our target response time ranges from one hour to one business day depending on the severity of the issue and the level of advanced support selected. Our targeted support (non-development related issue) resolution time is eight business hours (this does not include time when the support representative is waiting for a response from the customer). Please note our resolution time is highly dependent on the detailed information provided by the user/customer.

Advanced Support for ETO Results

ETO Administrators requiring Advanced Support with ETO Results are required to complete the ETO Results Intermediate (8 hour) class prior to receiving advanced support. The pre-requisite to the Intermediate course is either the 4-hour Results Orientation (live version) or the Self-Paced Orientation (free), and evidence of report building proficiency.

Advanced support calls related to ETO Results are typically scheduled within a week to 10 days, depending on availability of both the customer and the ETO Results specialist. *Peak reporting seasons may result in a longer wait time.*

Advanced Support for ETO Results consists of the following services under the advanced support offerings:

- One-on-One Advanced Session (one hour per session)
- Data analysis based on case requirements which could otherwise be conducted by the customer
- Report building outside of an Advanced Session, as determined by reporting requirements; this will only be implemented after at least one One-on-One session has been conducted with the customer
- Research related to any aspect of desired report issues

Once the maximum hours available under the applicable tier have been exhausted during any quarter, the customer will be referred to their Account Manager to purchase additional consulting hours or they may choose to wait until the next quarter when their limit resets.

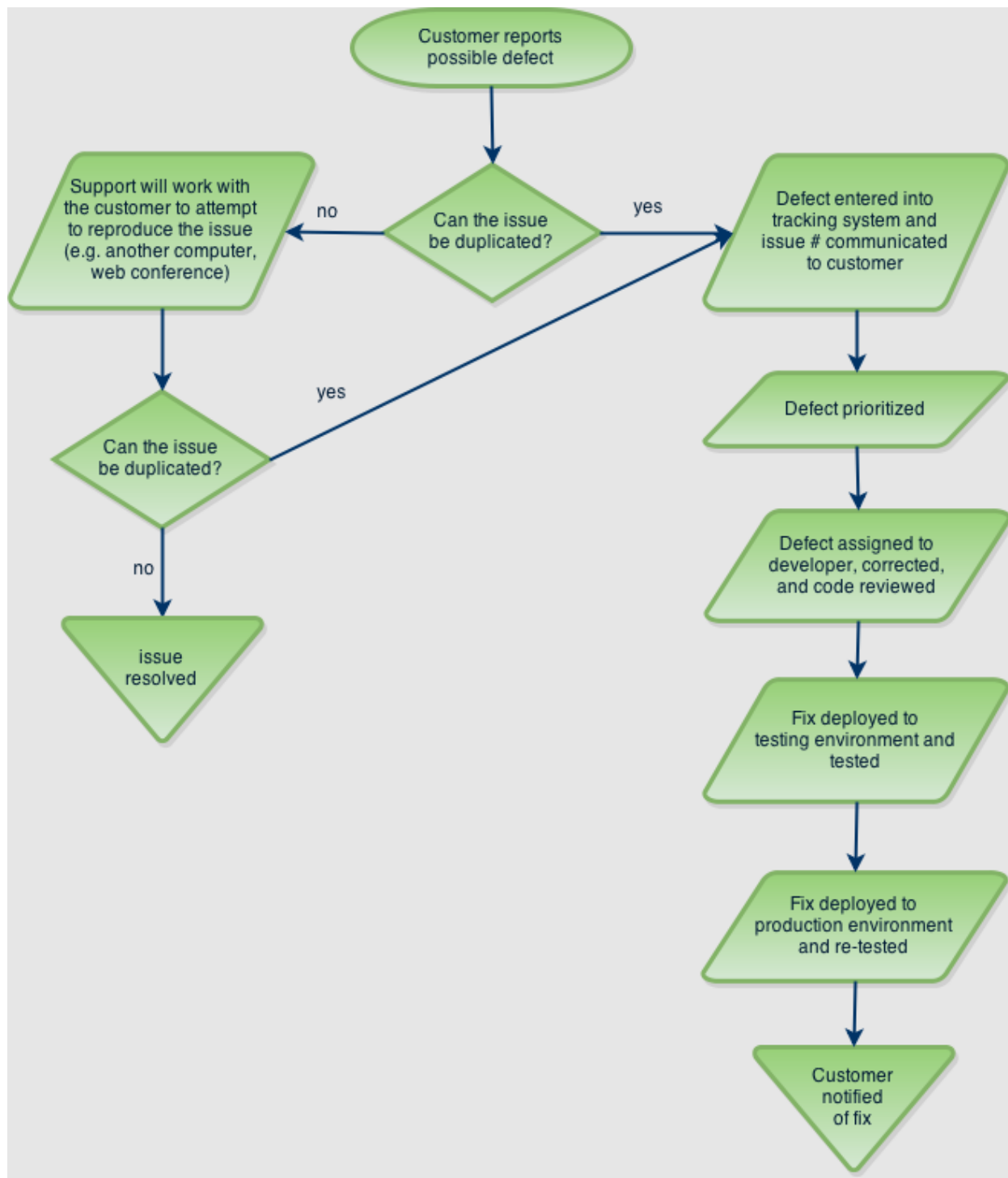
Customer Support: Issues/Defects

An issue or defect is an error, flaw, mistake, or failure in the software. If the user is experiencing something that they believe to be an issue in the software, the user should contact Customer Support and provide detailed instructions on how to reproduce the problem. A representative will log in as/with the user to diagnose the issue and determine if it is a defect.

When users contact Customer Support with a potential issue, a case will be entered into the CRM system. If it is determined that the reported problem is a defect or issue, an issue will also be logged in the system in addition to the case. The customer will be given an issue number to track the defect. The representative will assign a severity to the issue based on the criteria described below; the resolution time is highly dependent on the severity. A customer has the right to provide feedback regarding the severity of the issue based on the priority for their organization. Each time a user contacts support with a different issue, a new case number and an issue number will be provided to the customer. The customer will receive communication from Customer Support on the status of the issue based on the criteria set below.

The Social Solutions Development Team typically deploys three to four major updates/releases to the software per year, along with monthly maintenance releases. Customers are given advanced notification of maintenance periods and upcoming updates on the login page and via an e-newsletter.

Below is a flowchart outlining the process Customer Support Representatives follow for issues:



Issue/Defect Priorities

There are four levels of severity for issues. Each issue is prioritized based on its severity level.

Severity	Issue Criteria	Target Resolution Time	Communication and Escalation
Severity 1 "SHOW-STOPPER"	Major functionality issue that prevents customer from being able to use software.	The Development Team works to resolve these issues immediately with a target resolution of two business days or less.	Customer Support will provide <u>daily</u> updates of the status of the issue until such time as the issue is resolved. Escalation of the issue to the COO will occur if issue is not resolved within the target resolution time.
Severity 1 "NON SHOW-STOPPER"	Major functionality issue which does not have a workaround that is key to ETO's performance and causes major impact to customer's ability to operate their organization.	The Development Team works to resolve these issues immediately with a target resolution of 10 business days.	Customer may elect to have Customer Support provide updates on a daily basis, every other day, or whenever there is an update in the defect's remediation. Escalation of the issue to the COO will occur if issue is not resolved within the "target."
Severity 2	A major function does not work in a core area of ETO, but there is a workaround. However, the workaround is time consuming.	The Development Team will fix within its normal release cycle. The target is to fix these issues within 30-120 days.	Customers will receive an automated update when the issue resolution is scheduled to be deployed.
Severity 3	Minor functionality less key to ETO is not working or there is functionality that is not working but there is an easy workaround.	These issues will be targeted to be addressed when there is work being done in the functional area that contains the defect. Issue can be categorized as a higher priority if it is affecting a large number of customers.	Status will be provided via customer portal and customers will receive an automated update when the resolution is scheduled to be deployed.
Severity 4	Cosmetic or inconsistency issues that do not affect functionality in any significant way.	These issues will be targeted to be addressed when there is work being done in the functional area that contains the defect.	Status will be provided via customer portal and customers will receive an automated update when the resolution is scheduled to be deployed.

Resolution Time for Issues/Defects

These targeted resolution times only apply to core functionality, except if the functionality affected is completely hindering a user's ability to work and use the software.

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