

**SynergySuite Inc**  
**SUPPORT AND SERVICE LEVEL AGREEMENT**

SynergySuite agrees to provide the following Support Services.

**1. Technical Support**

SynergySuite will provide Customer’s Authorized Users with telephone, email, and customer service portal access to qualified personnel able to resolve problems in the operation of SynergySuite Products, including problems related to the installation of SynergySuite Products, “bugs” or errors in SynergySuite Products, and the interaction of SynergySuite Products with the computer hardware, system software, and third-party integrations with which SynergySuite Products are intended to be used.

**1.1.** SynergySuite monitors its systems 24 hours a day, 7 days a week, and 365 days a year, and support requests are accepted 24 hours a day, 7 days a week, and 365 days a year. Requests are processed from 2 a.m. – 9 p.m. Eastern Time (Monday through Friday), excluding Christmas Day and New Year’s Day. Limited technical support is provided for Urgent-level issues on Christmas Day, New Year’s Day, and on weekends.

In all circumstances, SynergySuite use commercially reasonable efforts to provide our Customers with a correction or a temporary “workaround” that does not materially impair the Customer’s use of SynergySuite Products. SynergySuite commits to keep our Customers reasonably and reliably advised of our progress in resolving all issues.

Priority	Definitions & Examples	Respond Within	Update Frequency
Urgent	<p>Defects, nonconformities, errors, or problems attributed to SynergySuite Products, which:</p> <p>(a) render Customer’s systems inoperable or otherwise cause downtime or non-responsiveness for a majority of users; or</p> <p>(b) pose an imminent threat to Customer’s systems, equipment, or data.</p> <p>For example, Product is offline, or no users can upload or log on to the Service.</p>	1 Business Hour	Daily
High	<p>Defects, nonconformities, errors, or problems attributed to SynergySuite Products, which cause system errors or material degradation of the performance or primary functionality of the Service or system response times for multiple users.</p> <p>For example, errors that prevent User’s ability to complete schedule creation or inventory.</p>	4 Business Hours	Twice a week
Medium	<p>Defects, nonconformities, errors, or problems attributed to SynergySuite Products, which cause general errors that do not materially affect primary functionality.</p> <p>For example, a report is not functioning correctly or is unavailable.</p>	8 Business Hours	Once a week
Low	<p>Defects, nonconformities, errors, or problems attributed to SynergySuite Products, which cause all other general errors, including cosmetic problems, and/or are not otherwise categorized as Medium, High, or Urgent Level Problems.</p> <p>For example, missing images or signatures, typos, or update problems with single Users.</p>	1 Business Day	Every 2 weeks