



# Support Services Policy Reference Guide

LeaseAccelerator

Version 25.2

# Document Information

## Notices

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# Support Services

LeaseAccelerator Services (LAS) will provide support services for the Subscription Services as described in this LAS Support Services Policy. All capitalized terms not defined herein have the meaning set forth in the Subscription Agreement (the “**Agreement**”) between LAS and its corporate customer (the “**Customer**”).

**1.1 General.** LAS will provide support services as described in Sections 1 through 4 of this Support Services Policy (“**Support Services**”) to maintain and support the Subscription Services to meet the service levels set forth in this Support Services Policy and to enable the Subscription Services to perform and operate in substantial conformance with the Service Documentation.

**1.2 Support.** Commencing upon completion of the implementation phase, LAS will provide Customer with the level of Support Services (Standard or Premium) subscribed by Customer as set forth in the Order Form. As part of such Support Services, LAS will provide support for issue resolution (as described in Section 2 below) in English during the following hours:

For Standard Support Services, from 8 a.m. to 8 p.m. Eastern Standard Time, Monday through Friday, excluding holidays, or as the Parties may otherwise agree in writing; or

For Premium Support Services, 24 hours per day, 7 days per week.

For clarity, during the implementation phase, issue resolution will be addressed by the LAS implementation team.

**1.3 Support Process.** LAS will make Support Services for issue resolution available to Customer according to the following process:

- a. All Customer support requests must be initiated by opening a support ticket by means of any of the following:
  - <http://community-leaseaccelerator.force.com/success> [Lease Accounting subscription]
  - [support@leaseaccelerator.com](mailto:support@leaseaccelerator.com) [Lease Accounting subscription]
  - [sourcing-support@leaseaccelerator.com](mailto:sourcing-support@leaseaccelerator.com) [Lease Sourcing subscription]
- b. Each support ticket is given a number and all communications using that support ticket number must be limited to the topic and scope of the original support request.
- c. As part of the Support Services process, Customer may be required to provide clarifications, descriptions, and examples of the issue.
- d. If Customer has subscribed to Lease Accounting, Customer must identify five (5) consecutive calendar days each month as its “Monthly Close Period” and communicate such designation to LeaseAccelerator.
- e. Customer must establish an internal center of excellence that will collect, qualify, and attempt to resolve issues prior to engaging LAS live support. The members of Customer’s center of excellence will seek to achieve self-sufficiency in the day-to-day usage of the Subscription Services by employing internal training, self-help materials, and LAS’ on-line resources, including the Service Documentation.

**1.4 Customer Authorized Personnel.** Support Services are currently available for up to four (4), or, if Customer has only purchased a subscription for LAS Lease Sourcing, two (2), Customer-authorized personnel that Customer will identify to LAS in writing from time to time. User credentials are administered and authorized by the Customer administrator. Prior to accessing Support Services, such Customer-authorized personnel must have successfully completed the LAS certification/recertification program within the prior twelve (12) month period, with a seventy-five (75) percent passing score on web-based application competence testing. Support Services requests from any person other than Customer-authorized personnel will be rejected.

## Severity and Response Time

**2.1 Issue Severity Classification.** Upon a LAS customer support representative (“CSR”) receiving a support request from Customer, LAS will use the information provided by Customer to classify the issue in accordance with the following classification scheme:

Severity Level	Criteria
Severity 1	<b>Business Critical Failures:</b> An error or failure that materially impacts the functions of the business, prevents all useful work from being done or disables major business functions from being performed.
Severity 2	<b>System Defect with Workaround:</b> Either a critical error for which a workaround exists or else a noncritical error that significantly affects the functionality of the Subscription Services.
Severity 3	<b>Benign Error:</b> An isolated, one-time incident or benign error, or a Subscription Services enhancement request. This does not significantly affect the functionality of the Subscription Services, may disable only certain non-essential functions, and does not materially impact system performance.
Severity 4	<b>Inquiries and Cosmetic Issues:</b> Authorized End User question or inquiry around features or functionality of the Subscription Services, requests for Service Documentation and other non-technical requests; bug that impacts only a small number of Authorized End Users where a workaround is available.

**2.2 Response Steps.** The following response steps will apply to any reported support request:

1. “Response Step 1” means email acknowledgement of receipt of Customer’s support request. During Customer’s Monthly Close Period, email acknowledgement will include name, email, and phone number for an on call. The CSR will then contact Customer within one hour of receipt of notification of the support request to confirm classification of the support request and discuss a resolution plan. LAS will then communicate with Customer’s Authorized End User reporting the problem by email, telephone or video conference call as LAS determines will provide the best support option. The authorized Customer personnel requesting support may be asked by LAS to participate in a web conference in the course of LAS rendering Support Services.
2. “Response Step 2” means that LAS will provide a workaround (programmatic or manual), apply a corrective patch, or deploy a temporary release or update release, which allows the Authorized End User to continue to use all functions in the Subscription Services in all material respects. If the workaround or patch is deemed reasonable and sustainable for the anticipated frequency of recurrence, the problem may be reclassified to Severity 3. During Customer’s Monthly Close Period,

Customer will receive regular updates from the CSR.

3. “Response Step 3” means that LAS will provide an official fix, update or release.

**2.3 Response Times.** LAS will use its reasonable efforts to respond to a reported issue in accordance with the target response times corresponding to the applicable Severity Classification and Response Step as detailed below. Customer acknowledges that LAS response times are dependent on availability, responsiveness and cooperation of Customer, including but not limited to Customer’s IT and/or applicable third parties. The target response are measured from when the issue is received by a LAS CSR.

## Enterprise Edition – Target Response Times:

Severity Classification	Response Step 1	Response Step 2	Response Step 3
Severity 1 - During Monthly Close Period [Management and Accounting Applications Only]	Under 20 minutes with CSR contact information included	CSR confirms problem classification within one (1) hour. Reasonable effort around the clock until relief is provided	Worked on with reasonable efforts during normal business hours until an official fix or workaround is available
Severity 1 - Outside of Monthly Close Period [Management and Accounting Applications Only]	Under two (2) hours	Reasonable effort around the clock until relief is provided	Worked on with reasonable efforts during normal business hours until an official fix or workaround is available
Severity 2	Within eight (8) hours	Two (2) business days	Workaround available as soon as reasonably practicable
Severity 3	Within 24 hours	N/A	Correction at LAS’ discretion
Severity 4	Within 24 hours	N/A	N/A

## Compliance Edition – Target Response Times:

Severity Classification	Response Step 1	Response Step 2	Response Step 3
Severity 1	Four (4) hours	CSR confirms problem classification.  Reasonable efforts around the clock until relief is provided	Worked on with reasonable efforts during normal business hours until an official fix or workaround is available
Severity 2	Within 24 hours	N/A	Workaround available as soon as reasonably practicable
Severity 3	Within 48 hours	N/A	Correction at LAS’ discretion
Severity 4	Within 72 hours	N/A	N/A

## Maintenance and Downtime

**3.1 Standard Maintenance Window.** LAS may perform maintenance on the Subscription Services within the standard maintenance window defined below (“Standard Maintenance Window”).

Standard Maintenance Window	
Day	Time
Saturday and Sunday	6 a.m. - 9 a.m. EST

**3.2 Scheduled Maintenance.** LAS may perform scheduled maintenance outside of the Standard Maintenance Window in addition to the maintenance within the Standard Maintenance Window. LAS will provide Customer with no less than twenty-four (24) hours’ prior written (or email) notice of any scheduled maintenance outside of the Standard Maintenance Window or that requires more than three (3) hours of system unavailability, and will use reasonable efforts to provide Customer with no less than sixty (60) minutes’ prior written (or email) notice for unscheduled, emergency maintenance, to the extent practicable under the circumstances. LAS’ scheduled maintenance within the Standard Maintenance Window or scheduled maintenance outside the Standard Maintenance Window conducted in accordance with the foregoing requirements do not apply toward calculation of Availability. For clarity, unscheduled, emergency maintenance does apply towards the calculation of Availability.

## Service Levels

**4.1 Availability.** LAS agrees to provide 99.5% Availability, 24 hours a day, 7 days a week, measured on a monthly basis. The term “Availability” means that the Subscription Services are available and working without material functional degradation and that application response time performance allows for commercially reasonable productive use of the Subscription Services. Availability will be measured at the point where the Subscription Services are made available on the internet and does not include outages caused by Customer. Availability excludes unavailability of the Subscription Services due to maintenance within the Standard Maintenance Window set forth above or scheduled in accordance with Section 3.2 above, or any downtime caused by the following:

- a. Customer-provided content or programming errors;
- b. system administration activities performed by Customer or its Authorized End Users;
- c. untimely Customer response time to incidents that require Customer participation for source identification or issue resolution;
- d. failure of Customer hardware or software;
- e. failure of Customer to properly format, upload or transfer Customer Content;
- f. a force majeure event as described in the Agreement; or
- g. periods of suspension under the LAS Acceptable Use Policy.

**4.2 Credits.** If the Subscription Services fail to meet the Availability service level in a calendar month, LAS will credit Customer against the next fee payment due under the applicable Order Form in an amount equal to .0017 (.17%) multiplied by the cumulative number of hours the Subscription Services did not have Availability multiplied by Customer’s then applicable annual Fee for the affected

Subscription Services. In order to receive the credit, Customer must submit a claim to LAS for such credit, along with all information requested by LAS, by the end of the calendar month following the month in which the Availability service level was not met. In the event Customer fails to comply with the foregoing, Customer forfeits its right to receive a credit for the affected calendar month.

**4.3 Exclusive Remedies.** The credits set forth in Section 4.2 are the sole and exclusive remedy of Customer and the sole and exclusive liabilities of LAS with respect to the Availability service levels set forth above.