

Bonterra Customer Support SLA

This Customer Support Service Level Agreement (SLA) outlines the customer support services provided by Bonterra for its software customers. This SLA covers three customer support packages: "Standard Support", "Enhanced Support", and "Premier Support." By purchasing a support package, you agree to the terms and conditions outlined in this SLA.

1. Support Availability

- Bonterra provides Support during the following hours: Monday – Friday from 8:00am – 6:00pm EST excluding US Federal Holidays unless otherwise stated in your master agreement.
- Outside these hours, support requests will be addressed on a best-effort basis and response times may be longer.
- All time commitments made in this agreement refer to business hours.

2. Contact Channels

Customers can reach Bonterra Support through channels that may include:

- Online Chat
- Online Portal
- Email

3. Support Packages

3.1 Standard Support

- **Response Time:** Bonterra aims to respond to customer inquiries within 3 business days. This is a best-effort commitment, and response times may vary depending on the volume and complexity of inquiries.
- **Support Availability:** Customers can access support through the above-mentioned contact channels during the specified support hours.
- **Support Scope:** Standard Support includes technical support for software installation, configuration, and troubleshooting. Bonterra does not guarantee resolution times under this package.

3.2 Enhanced Support

- **Response Time:** Bonterra guarantees a response time of **6 hours** for customer inquiries during support hours. Response time begins when the support request is received by Bonterra and ends when a qualified response is provided.
- **Support Availability:** Customers can access support through the above-mentioned contact channels during the specified support hours.

- **Support Scope:** Enhanced Support includes technical support for software installation, configuration, and troubleshooting. Bonterra does not guarantee resolution times under this package.

3.3 Premier Support

- **Top-of-Queue Priority:** Customer's support requests are given highest priority and will be addressed before standard support requests.
- **Response Time:** Bonterra guarantees a response time of **4 hours** for customer inquiries during support hours. Response time begins when the support request is received by Bonterra and ends when a qualified response is provided.
- **Support Availability:** Customers can access support through the above-mentioned contact channels during the specified support hours.
- **Support Scope:** Premier Support includes technical support for software installation, configuration, troubleshooting, and performance optimization. Bonterra does not guarantee resolution times under this package, but customers will receive priority support.

4. Escalation

If a customer feels that their issue is not being addressed in a satisfactory manner, they may request escalation. Bonterra will provide a direct contact for escalation within the support team.

5. Exceptions

- This SLA does not cover support for issues caused by customer misuse, third-party software or hardware, or unauthorized modifications to Bonterra software.
- Bonterra is not responsible for delays caused by events beyond its control (e.g., natural disasters, network outages).
- Support requests related to third-party software or services are not covered by this SLA.

6. Amendments

Bonterra reserves the right to modify this SLA at any time. Customers will be notified of material changes through the Bonterra website and/or other commercially acceptable communication methods.

7. Notices

As of July 9, 2024 the support package names previously referred to as "Gold" and "Platinum" have been officially renamed. The "Gold" support package will now be known as the "Enhanced" support package, and the "Platinum" support package will be known as the "Premier" support package.

Please be advised that any references to the "Gold" or "Platinum" support packages in existing agreements, contracts, or documentation shall now be interpreted as references to the "Enhanced"

and "Premier" support packages, respectively. This renaming does not affect the terms, conditions, or coverage provided under these support packages; it is a change in name only.

Bonterra Contact Center SLA

Available for Employee Engagement on Strategic Philanthropy Product ONLY

This Contact Center Service Level Agreement (SLA) outlines the contact center services provided by Bonterra for its software customers. This SLA covers three customer support packages: "Standard Support", "Enhanced Support", and "Premier Support." By purchasing a support package, you agree to the terms and conditions outlined in this SLA.

1. Support Availability

- Bonterra provides contact center support during the following hours: Monday – Friday from 8:00am – 6:00pm EST excluding US Federal Holidays unless otherwise stated in your master agreement.
- Outside these hours, support requests will be addressed on a best-effort basis and response times may be longer.

2. Contact Channels

Customers can reach Bonterra Support through channels that may include:

- Bonterra provided, inbound US-Toll-Free telephone number with included interactive voice response.

3. Support Packages

3.1 Performance of Contact Center Support

- **Response Time:** Bonterra aims to respond to customer inquiries within 3 business days. This is a best-effort commitment, and response times may vary depending on the volume and complexity of inquiries.
- **Availability:** Customers can access contact center support through the above-mentioned contact channels during the specified support hours.
- **Scope:** Standard Support includes technical support for software installation, configuration, and troubleshooting. Bonterra does not guarantee resolution times under this package.

3.2 Package Thresholds for Contact Center Support

- **Standard Support Package:** Customers are entitled to receive technical support for up to 100 inbound calls per year.
- **Enhanced Support Package:** Customers are entitled to receive technical support for up to 500 inbound calls per year.
- **Premier Support Package:** Customers subscribing to the Premier Support Package are entitled to unlimited inbound calls.

- Once a threshold is met, callers will be notified via interactive voice response to contact support via alternative methods which may include Online Chat, Online Portal, or Email.

4. Escalation

If a customer feels that their issue is not being addressed in a satisfactory manner, they may request escalation. Bonterra will provide a direct contact for escalation within the support team.

5. Exceptions

- This SLA does not cover support for issues caused by customer misuse, third-party software or hardware, or unauthorized modifications to Bonterra software.
- Bonterra is not responsible for delays caused by events beyond its control (e.g., natural disasters, network outages).
- Support requests related to third-party software or services are not covered by this SLA.

6. Amendments

Bonterra reserves the right to modify this SLA at any time. Customers will be notified of material changes via email and through the Bonterra website.

7. Notices

As of July 9, 2024 the support package names previously referred to as "Gold" and "Platinum" have been officially renamed. The "Gold" support package will now be known as the "Enhanced" support package, and the "Platinum" support package will be known as the "Premier" support package.

Please be advised that any references to the "Gold" or "Platinum" support packages in existing agreements, contracts, or documentation shall now be interpreted as references to the "Enhanced" and "Premier" support packages, respectively. This renaming does not affect the terms, conditions, or coverage provided under these support packages; it is a change in name only.

Deliverable	Standard SLO	Enhanced SLA	Premier SLA
Chat Support Priority	n/a	n/a	Top of Queue
Portal Support Priority	n/a	n/a	Top of Queue
Email Support Priority	n/a	n/a	Top of Queue
Case Response Time (business hours)	24 hrs Objective	6 hrs	4 hrs
Off Business Hour Coverage	n/a	4 hrs/quarter	8 hrs/quarter
Contact Center Coverage (<i>Strategic Philanthropy only</i>)	100 calls	500 calls	Unlimited Calls