



Social Solutions

SSG Support Service Level Agreement

Issue Date: April 1, 2021

SSG Support

Social Solutions Global, Inc., including its subsidiaries Athena Software Corporation and SSG Social Solutions Canada, Inc., as applicable, (herein, “Social Solutions” or “SSG”) provides User Basic system support for all Apricot®, ETO®, and Penelope® software provided by SSG (“SSG Software”). For Clients who need advanced support options to match their unique business needs, beginning with Phone support, additional support packages are available to Client to purchase for an annual fee. The table below provides an overview of the SSG Support packages provided in various support levels.

Key Features ¹	Basic (Included)	Phone (Fee based)	Silver (Fee based)	Gold (Fee based)	Platinum (Fee Based)	Diamond (Fee Based)	Managed Services (Fee Based)
Online chat and email support ^{2 3 4}	Mon – Fri 7am – 7pm	Mon – Fri 7am – 7pm	Mon – Fri 7am – 7pm	Mon – Fri 7am – 7pm	Mon – Fri 7am – 7pm	Mon – Fri 7am – 7pm	Mon – Fri 7am – 7pm
Online access to Product Knowledge Base	24/7	24/7	24/7	24/7	24/7	24/7	24/7
Emails/chats per month ^{5 6 7}	5	5	5	5	5	5	5
Phone Consultation ⁸		1 Hr/Month					
Dedicated Support Specialist ^{9 4}			Yes 12hrs/year	Yes 24hrs/year	Yes 48hrs/year	Yes 96hrs/year	Yes 200hrs/year

Prior to 4/1/21 ETO, Apricot, and Penelope had alternative Tiered Support Packages, details are in the attached Appendix

Contacting SSG Support

SSG provides several different ways to contact SSG Support:

- Client Portal:** Clients can log into their Client Portal to contact SSG Support, update cases, check on an issue and case statuses (available 24/7). This is accessible to all Apricot, ETO, and Penelope Users via the Help Link in Client’s designated platform.
- Chat support:** Users can chat in real-time with a SSG Support specialist (available 7:00 am – 7:00 pm CST) via the Client Portal and for Users within Client’s platform^{2,3,4}
- Email support:** Users can submit a case directly through the Client Portal or via email to the following addresses per Client product platform^{5,6,7}:
 - Apricot:** customer.care@socialsolutions.com
 - ETO:** support@socialsolutions.com
 - Penelope:** penelope@socialsolutions.com
- Phone support:** Through the purchase of a fee-based Support Package, Users can schedule phone consultation with a member of the SSG Tier 1 Support team.⁸

¹ All times listed reflect US Central Standard Time (CST) Zone

² Excluding U.S. and Social Solutions designated holidays.

³ Attempt will be made to answer questions while in chat, otherwise response will be within 2 hours.

⁴ Social Solutions reserves the right to cap annual support hours provided per Client account as follows: 4 hours for Basic, 12 hours for Silver, 24 hours for Gold, 48 hours for Platinum, and 96 hours for Diamond.

⁵ Email Support response time targeted to be within 2 hours.

⁶ Indicated limit represents cumulative Chat and Email cases submitted per month.

⁷ Case limitations will not include cases associated with Social Solutions accepted Defects.

⁸ Phone Consultations will be billed in 30-minute increments and will not exceed 1 hour per month.

⁹ Dedicated SSG Support Specialist are available M-F 9-5PM US CST. International Clients may have different hours if specified in a separate agreement.

Support Availability

SSG Support is available during the following business hours:

Portal Response, Email and Chat Support are available Monday – Friday 7:00 am – 7:00 pm US (CST).

Support After Hours

SSG Support monitors an after-hours phone line for emergency situations from 7:00 pm – 7:00 am US (CST) Monday – Thursday, and 7:00 pm US (CST) Friday through 7:00 am US (CST) the following Monday (including Saturday, Sunday, and US federal and SSG designated holidays). After hours support is only intended to be used for a critical issue; for example, unscheduled system downtime, or a Defect preventing Client from utilizing the SSG Software. If your call is not regarding a critical issue, a response will be provided the following business day.

Client/User Responsibilities

Administrator level Users are expected to complete all product basic administrator webinars and training before contacting SSG Support. Non-administrator Users also have a responsibility to obtain an understanding of the features of the Client's Portal prior to utilizing SSG Support and have a further responsibility to know what it is they need when contacting SSG Support. SSG Support provides free online resources and recorded trainings located at <https://www.socialsolutions.com/services-support/support/>. The Client/User should contact their internal system administrator/site manager if they are uncertain of their support needs or if unable to clearly describe their issue to SSG Support.

SSG Responsibilities

The SSG Support specialist is responsible for gathering the Client/User's information and for deciphering their needs by listening and asking clarifying questions to better understand the Client's issue or question. When evaluating the issue or question of the Client/User, the SSG Support specialist shall determine whether the question or issue raised by Client/User can be resolved by the SSG Tier 1 Ongoing Support. If not, the Client/User will either be scheduled for added support review with a senior member of the SSG Support team or the question or issue would be forwarded on to SSG's Account Manager assigned to Client's account in order to assess and discuss fee-based options such as advanced support, professional service, training, upgrade or other available options, when appropriate, to resolve the Client's question or issue.

Basic Support

When Users contact SSG Support, a case will be opened and entered into the SSG internal tracking system resulting in a unique case number. This case number will be provided to the Client/User and will be left open until the case is resolved. Each time a User contacts SSG Support with a different question or issue, a new case will be entered into the SSG internal tracking system.

Response Time for Basic Email/Client Portal Support

Response times may vary and is highly dependent upon the volume and priority of cases submitted. See below for details and definitions of case priorities and SSG target response times:

Severity	Description	Response Time
Critical	Client's production use of the SSG Software is stopped or so severely impacted that no User can reasonably continue to use or access the SSG Software. Critical requests have one or more of the following characteristics (a) data corruption, (b) SSG Software hangs causing unacceptable delays or (c) the SSG Software is inaccessible to all Users.	2 hours
High	Client experiences a disruptive loss of use of the SSG Software. Important features are unavailable with no acceptable workaround, however, operations can continue in a restricted fashion.	4 hours
Medium	Client experiences moderate to minor loss of use of the SSG Software or a feature / operation generated a result that was not expected. The impact is isolated and an inconvenience however use and access of the SSG Software can continue.	1 business days
Low	Client requests information, an enhancement, or SSG Documentation clarification regarding the SSG Software but there is no impact on the use or access of the SSG Software.	1-2 business days

To provide the highest level of service to all SSG clients and users, Critical cases will be reviewed first; if the case does not meet the description of a Critical case, then the response will be based on the actual priority of the issue. If a case is not submitted through the Client Portal, the priority will default to Medium unless Client 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 SSG Support specialist, Client will be notified of the change and provided an explanation.

Response Time for Basic Chat Support

Chat is answered in real time in the order in which chat messages are received. If after hours or a SSG Support specialist is not available, questions in chat will be converted automatically and sent to SSG via email and it will be answered by a SSG Support specialist in the order in which it is received (during regular business hours) – see email response times above for more information. For all chat interactions, SSG's goal is to answer the User's question(s) while in the 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 extended if the case is escalated to a senior member of the SSG Support team, however the User will receive regular updates while the SSG Support specialist continues to work to resolve the case for the Client/User. SSG strongly recommends that Users do not use chat support for complex questions or issues, such as advanced reporting related questions or troubleshooting technical issues, such as the inability to open a report. These types of questions are handled much more appropriately via email support.

Phone Support

Fee based Phone Support includes prescheduled phone consultations when there are one or more complex questions or issues needing resolved for the Client. Such consultations are scheduled with Tier 1 Ongoing Support with a typical duration of 30-60 minutes and is scheduled by the Client via chat or email.

Advanced Support and Managed Services

For fee based Advanced Support or Managed Services, Client receives a regular phone call cadence from their dedicated SSG support specialist at the beginning of the Client's contract year. Managed Services are related to a Client's platform to respond to specific questions and requests. In addition to the prescheduled Advanced Support phone sessions, the Advanced Support or Managed Services packages include additional email support and ad hoc phone calls with a dedicated SSG Support specialist, but frequency and availability will vary depending on the advance support package purchased.

Defects

A defect is an error, flaw, mistake, or material failure in the SSG Software. If the User is experiencing an error in using or accessing the SSG Software, the User should contact SSG Support and provide a detailed description on the steps the User attempted that led the error. An SSG Support specialist will log in to the Client Portal with the User to diagnose and to determine if a defect exists.

When Client/User contacts SSG Support with a potential defect, a case will be entered into the SSG internal tracking system and the Client/User will be given a case number. If it is determined by SSG Support that a defect, as defined herein, exists, the Client/User will also be given a defect number which should be used in preceding contact with an SSG Support specialist. The SSG Support specialist will assign a severity to the defect based on the table below. Resolution time is highly dependent on the severity. A Client is encouraged to provide feedback regarding the severity of the issue based on the priority for their organization to be resolved. Each time a User contacts SSG Support with a defect related issue, a new case number and a defect number will be provided to the User. The User will receive communication from a SSG Support specialist on the status of the case and defect based on the criteria set below.

Defect Priorities

Severity	Issue Criteria	Resolution Time	Communication/ Escalation
Severity 1	Major functionality issue that prevents Client from being able to use SSG Software or a major functionality issue which does not have a workaround that is key to Client's platform performance and causes major impact to Client.	The Development Team works to resolve these issues immediately with a target resolution of two business days or less.	SSG Support will provide daily updates of the status of the issue until such time as the issue is resolved. Escalation of the issue to the SSG COO will occur if issue is not resolved within the target resolution time.
Severity 2	A major to moderate function does not work in a core area of the SSG Software, but there is a workaround, however, the workaround is time consuming.	The SSG Development Team will fix within its normal release cycle. The target is to fix the issue is within 30-120 days.	Clients will receive an automated update when the issue resolution is scheduled to be deployed.
Severity 3	Minor functionality less key to Apricot 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 multiple clients.	Status will be provided via the Client Portal and Client will receive an automated update when the resolution is scheduled to be deployed.
Severity 4	Cosmetic or inconsistency issue that does not affect functionality in a 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 Client Portal and Client 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 material functionality, except if the functionality affected is completely hindering a User's ability to access and use the SSG Software.

Note: The SSG Development Team typically deploys three to four major updates/releases to the software per year but reserves the right to change the release cadence in-line with SSG business need. Client is given advanced notification of maintenance periods and upcoming updates on the Client Portal login page and via an e-newsletter.

Appendix

Legacy Tiered Support

Prior to 4/1/21 the following support packages were available for ETO and Apricot:

Apricot Legacy Tiered Support

Key Features	Basic	Silver	Gold	Platinum
Online chat an email support	Mon – Fri 9am – 5pm	Mon – Fri 9am – 5pm	Mon – Fri 9am – 5pm	Mon – Fri 9am – 5pm
Emails/chats per month	5	20	30	Unlimited
Phone Consultation		Up to 1 Hr/Month	Up to 2 Hr/Month	Up to 3 Hr/Month
Inbound Phone Calls				8 Calls/Mo
Dedicated Support Specialist				Yes

ETO Legacy Tiered 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 ¹	24x7 ¹
Online Chat Support – Mon-Fri 9am to 5pm ^{1,2}	✓	✓	✓	✓
Email Support – Mon-Fri 7am to 8pm ^{1,3} After Hours – Critical Only Mon – Fri 8PM to 11PM, Sat/Sun 10AM-8PM	✓	✓	✓	✓
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

ETO Legacy: 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).

ETO Legacy: 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)

ETO Legacy: 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.

ETO Legacy: 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)

ETO Legacy: 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.

ETO Legacy: 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)

ETO Legacy: 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.

ETO Legacy: 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.

ETO Legacy: Availability of Advanced Support

Social Solutions Customer Support can 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.

ETO Legacy: 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.

ETO Legacy: 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.

Penelope Legacy Support

10. TECHNICAL SUPPORT

- 10.1. Athena will provide the technical support services to Customer with all necessary care and skill and be performed and/or attended by a suitably trained, skilled, and experienced personnel that would be consistent with industry standards.
- 10.2. Athena will provide technical support for issues covering configuration and use of Software provided that:
- (a) the Software version is a Supported Release; and
 - (b) the Software is being accessed by a Supported Browser.
- 10.3. Athena may, at its sole discretion, provide technical support services where the conditions of Section **10.2** are not met. Any technical support services provided under this Section are performed as a courtesy to Customer and shall in no way create an implied or written waiver of the conditions of Section **10.2**, or create any obligations relating to further support requests.
- 10.4. Customer is required to establish and maintain a First Line Support for the Software directly to Customer's Named Active Users. First Line Support shall include but is not limited to:
- (a) a direct response to the Named Active Users with respect to inquiries concerning the performance, functionality, or operation of the Software.
 - (b) a direct response to the Named Active Users with respect to problems or issues with the Software.
 - (c) a diagnosis of the problem or issue of the Software; and
 - (d) a resolution of problems or issues of the Software.

If after reasonable commercial efforts Customer is unable to diagnose or resolve the issue of the Software, Customer may contact Athena for technical support as directed by Athena.

- 10.5. Technical support is provided solely for the Software, as defined in Section **10.2**, and does not cover such matters relating to help material readily available to Customer, an end-to-end support solution for Customers' deployment of the Software and such. Additional

services may be provided by Athena to cover such issues at Athena’s sole discretion. For clarity, technical support does not include issues such as:

- (a) an explanation of features or abilities that can be found in the Documentation, the help materials or other forms of documentation provided by Athena.
- (b) training on features, changes or use of the Software.
- (c) issues with connectivity to the Software such Customer’s own network, firewall, routing, and proxy server.
- (d) issues with the operating system, browser, any required software, or any third-party software.
- (e) issues with ODBC connectivity, Microsoft Excel pivot tables or any third-party reporting tools.
- (f) issues relating to data import or export; or
- (g) Professional Services related to the use of the Software including, but not limited to, business and deployment consultation.

SUPPORT AVAILABILITY AND RESPONSE TIME

11.1. Athena will provide technical support services to Customer as posted under the Resources section of the AthenaSoftware.net website (Technical Support Hours). Athena reserves the right to adjust technical support services hours from time to time as necessary; however, changes will not affect response time commitments as outlined in Section **11.2** below.

11.2. Athena will use commercially reasonable efforts to respond to each technical support request based upon the severity of the support request as described below. Athena cannot guarantee any resolution time nor the outcome of any resolution of a support request. These response times are defined as:

Severity	Meaning	Response Time
Critical	Customer’s production use of the Software is stopped or so severely impacted that no Named Active User can reasonably continue to work. Critical requests have one or more of the following characteristics (a) data corruption, (b) Software hangs causing unacceptable delays or (c) the Software is inaccessible to all Named Active Users. All critical support requests must be submitted through the means instructed by Athena’s Documentation otherwise the support request will not be assigned a critical severity.	1 hour
High	Customer experiences a severe loss of Software service. Important features are unavailable with no acceptable workaround, however,	1 business day

	operations can continue in a restricted fashion.	
Normal	Customer experiences minor loss of Software service or a feature / operation generated a result that was not expected. The impact is isolated and an inconvenience however the operations can continue.	2 business days
Low	Customer requests information, an enhancement, or Documentation clarification regarding the Software but there is no impact on the operation of the Software, no loss of service and the result does not impede the operation of the Software.	3 business days

Each support request will be assigned a severity level that determines when the response time is expected. Actual response times may vary and may be responded to earlier than listed.

Any support request may appear to be important to the Named Active User's immediate task at hand, however the classification system above is designed to ensure all support requests from Athena's customers are treated fairly and timely with respect to their severity. Athena, at its sole discretion, will assign the severity of any support request. A Customer's own deadline or timeline may be factored in but this would be at the discretion of Athena and Athena is not obligated to alter its response time based on such factors.

- 11.3. Athena will provide Customer emergency support during off hours for all Critical support requests provided that Customer notifies Athena of such Critical support request by the means instructed by Athena's support website.