

## **Product Support Service Level Agreement for FluentPro Software Products**

This service level agreement describes the levels of service and support that you and your organization ("You" or "Customer") will receive from FluentPro Software Corporation ("We" or "FluentPro") when using any of FluentPro Software products. Our Product Support SLA covers FluentPro Software products exclusively and does not cover support of Microsoft software or any third-party software.

FluentPro Software aims to respond on a best effort basis on average within 16 business hours to new support requests and provide an update at least every 48 hours for existing support requests. We exert every effort to provide support in accordance with our SLA but cannot be responsible for delays caused by customers or for any other reasons beyond our control. Our Support Team manages FluentPro Software product-related questions and technical issues and, if needed, escalates such questions/issues to development and product management teams.

The Standard Product Support plan is provided to all customers who have purchased a subscription for FluentPro products and is available during the subscription term (for most products from the subscription start date over a 12-month period).

### **Standard Product Support Includes:**

- Help regarding FluentPro Software products within the purchased subscription period
- Help regarding FluentPro Software products under evaluation
- Help with issues during installation of FluentPro Software products
- Help with issues during FluentPro Software products upgrades
- Help troubleshooting problems with FluentPro Software products
- Help identifying workarounds related to FluentPro Software products
- Customer onboarding training for FluentPro Software products
- Receiving all new updates, revisions and releases of licensed software products as they become available
- Access to up-to-date documentation and Help Portal

### **Standard Product Support Does Not Include:**

- Support for Customers who do not have a valid license or active subscription for FluentPro Software products
- Support related to non-FluentPro products
- Support related to FluentPro Software products that are discontinued
- Support for Microsoft Project Server, Microsoft Project Online or other Microsoft products
- Support for custom-developed software scripts created by customers and used together with FluentPro products
- Support for FluentPro Software products used with Microsoft Project Server versions that are no longer supported by Microsoft

- Support for FluentPro Software products in the customer's environment that no longer supported by Microsoft, such as Microsoft Windows .NET Framework versions
- Support for free FluentPro Software products
- Support via web-based meeting sessions per customer's request
- Support outside of FluentPro business hours and during official holidays

### Severity levels of support requests

The following table provides the definition of the severity levels of support requests, the generally expected initial response time, escalation, and update time provided by FluentPro.

Our Support Team operates two shifts per business day (3:00 AM – 11:00 AM and 11:00 AM – 7:00 PM US Eastern time. One business day is equivalent to 16 business hours).

Severity level	Description	Initial Response Time	Escalation and Update
1: Urgent	System is not functioning; service cannot be maintained. No workaround available	no later than 8 business hours	no later than 16 business hours
2: High	The impact of the issue on customer's service is high. System is functioning but the functionality us significantly limited. Periodic/partial downtime or core functionality is inoperable. No workaround available	no later than 16 business hours	no later than 16 business hours
3: Normal	User can continue using the system. The system is stable, but some functionality with medium/low impact on customer's service is not functioning as expected. Temporary workaround available	no later than 16 business hours	no later than 24 business hours
4: Low	Informational (usage questions, minor issues)	no later than 24 business hours	no later than 2-3 business days

### Initial Response Time

Initial response time means that our Product Support Team answers your email or ticket request, acknowledges your issue, registers a request in a support ticketing system, and makes an initial diagnosis of the problem. In some cases, our Support Team may need to obtain additional

information from you to be able to provide an initial diagnosis of the problem. Incomplete or missing information requested by the Support Team with regards to the specific support request could delay issue resolution and re-initiate the response times defined herein.

## **Business Hours**

Our support hours are Monday – Friday, 3:00 AM – 7:00 PM US Eastern time.

Our Product Support Team is not available due to holidays during the calendar year of 2022 on the following dates: 1/01, 1/07, 3/08, 4/25, 5/02, 5/09, 6/13, 6/28, 8/24, 10/14, 12/26.

## **Logging a Support Request**

Support requests are to be sent via email to [support@fluentpro.com](mailto:support@fluentpro.com).

To investigate a reported problem and provide a resolution within the response time defined herein please provide as much relevant information as possible with regards to your support request, including but not limited to the following:

- Product name and version you are using
- Information about your license (generally found in your subscription certificate)
- Version of Microsoft Project Server (if applicable)
- Complete detailed description of the issue you are facing including log files, steps to reproduce, screenshots, etc.
- Web browser used and its version number (if applicable)

## **FluentPro Software procedures**

For each specific support request, our Support Team creates a ticket in a support ticketing system. If your request contains several different issues, we may create different tickets to track each issue. In any subsequent communication with our Support Team about an active support request, please reply to the last answer, to facilitate handling the request and speed up our response time.

FluentPro Software is not responsible for any technical guidance provided by any third parties that contradicts or impairs the ability of FluentPro to provide the Product Support defined herein.