

## **Service Level Agreement for Migration Support Services**

This service level agreement (“SLA”) describes the expected levels of service and support that you and your organization (“You” or “Customer”) will receive from FluentPro Software Corporation (“We” or “FluentPro”) for the delivery of Migration Support Services. This Migration Support Services SLA covers support for the preparation, verification, and troubleshooting the obtained results of the data migration between the project management systems supported by FluentPro Software, as well as enhanced product support for FluentPro Software products.

FluentPro aims to respond on average within 8 business hours to new support requests and provide an update at least every 48 hours for existing support requests. Migration Support is provided on a best-efforts basis in accordance with the SLA stated herein; however, we cannot be held responsible for delays caused by the Customer or for other reasons outside of our control.

Migration Support Service is provided to all Customers who have purchased Migration Support hours, which are available during an annual subscription period. Migration Support covers Customer’s active subscriptions for FluentPro Products which include migration functionality. After utilizing the available balance of Migration Support hours during the subscription term, additional hours of Migration Support must be purchased to continue receiving Migration Support services defined herein. In the event of migration activities being finished by Customer, the remaining balance of Migration Support Service hours can be used by Customer as Premium Support Service hours until the annual subscription period expiration. The remaining balance of Migration Support Service is not transferable and is only available during an annual term. An up-to-date balance of the Migration Support hours can be requested from the Customer Success Manager assigned to a Customer’s account with FluentPro.

### **Migration Support Services Includes:**

- Extended level of support for FluentPro Software products purchased for migration purposes, which includes:
  - Accelerated initial response time
  - First priority handling of requests. Migration Support queue is equated to Premium Support cases and is separate from Standard Product Support queue; Migration Support tickets are assigned higher priority as compared to Standard Product Support tickets
  - Web-based meetings with our support engineers at customer’s request with screen sharing capabilities; meeting agenda along with the materials illustrating the reported issue (log files, screenshots, steps to reproduce the issue) are highly requested to make meeting sessions effective
  - Phone support
- Monitoring and analysis of logs and performance related to FluentPro products in subscription

- Support and advisory services related to FluentPro FluentBooks/G.A. Suite subscription purchased for migration purposes
- Help regarding FluentPro Software products which imply migration within purchased subscription period
- Help with installation/registration 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
- Access to up-to-date migration documentation and Help Portal

**Migration Support Services Does Not Include:**

- Support for Customers, performing data migration, who do not have an active Migration Support subscription
- Support related to the usage or the results of using non-FluentPro software during/for migration purposes
- Support for custom developed scripts created by Customers and used for migration purposes
- Support for FluentPro Software products for Microsoft Project Server versions that are no longer supported by Microsoft
- Support for FluentPro Software products in the customer's environment that are no longer supported by Microsoft, such as Microsoft Windows .NET Framework versions
- Web-based meeting sessions on a recurring basis (daily, weekly, etc.) with a purpose of FluentPro supervising the migration processes in real-time; verifying the results of data migration; on-spot issues resolution, that have not been previously reported through support ticketing system; web-based meeting sessions requested less than 8 hours into the future.
- Support outside of FluentPro business hours and during official holidays

**Customers that have purchased Migration Support Services can access the Support Team through the following:**

- Technical Ticket Support (online ticket submission through support ticketing system). We respond to all submitted requests within the business hours stated herein and aim to prioritize the requests according to their severity levels described.
- Live Chat System (in-built chat system in all our Products) to receive real-time support on your questions (note some issues may require additional details thus the investigation time can be extended)
- Web-based meetings with the FluentPro team per Customer's request. The process of requesting a web-based meeting session requires the customers to firstly create a ticket in the support ticketing system with all relevant information, full issue description, screenshots, log files, etc. at least 4 hours prior to requested a meeting time. FluentPro cannot guarantee the on-spot issue resolution if the issue has not been reported through support ticketing system. FluentPro cannot guarantee the availability of support resources within the 8 hours after receiving the request. The web-based meetings can be scheduled with the aim to:

- receive online guidance on a migration-related question or issue (if this support is indicated in Migration Support subscription).
  - speed up the resolution of the issue by sharing your screen and showing us the issue that you have.
  - interact with the FluentPro team with the opportunity for knowledge transfer between our technical support engineers and your team.
- Phone support. To facilitate the resolution of an issue, we recommended our customers firstly create a ticket in the support ticketing system with all relevant information, screenshots, log files, etc. prior to calling our Support Team. A customer can also use a phone option to enquire about the status of a submitted request.

### 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 is 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
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### **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 separate 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.