



## NUVOLO CUSTOMER SUPPORT POLICY

This Customer Support Policy governs the support that Nuvolo will provide for its Subscription Service and may be updated from time to time. Customer Support and target response times are contingent on Customer providing Nuvolo with administrative rights to Customer's existing ServiceNow sub-production instance(s). Customer may restrict access by Nuvolo support personnel to only those individuals authorized by Customer. All obligations of Nuvolo under the Agreement which require Nuvolo access to Customer's ServiceNow sub-production instance(s), including the provision of Customer Support hereunder shall be preconditioned upon Nuvolo receiving such access and proportionately limited to the extent access is denied.

### Scope

The purpose of Customer Support is to resolve defects that cause the Subscription Service to perform not in substantial conformance to the release notes as provided for in the Documentation. A resolution to a defect may consist of a fix, workaround or other relief if Nuvolo deems reasonable. For the avoidance of doubt, Customer Support is not required to provide resolutions for immaterial defects or defects due to modifications of the Subscription Service (or modifications of the ServiceNow Platform that creates a defect in Nuvolo's Subscription Service) made by any person other than Nuvolo or a person acting at Nuvolo's direction. If at any time, Nuvolo determines that the defect is the responsibility of ServiceNow, Nuvolo will transition Customer to the ServiceNow customer support team for resolution. Nuvolo is under no obligation and is not authorized to provide Customer Support for the ServiceNow Platform.

Customer Support does not include the following or provide support for the following:

- Implementation services
- Configurations
- Integrations
- Customizations
- Customer Data migration services
- Customer Data modifications of any kind
- Custom software development
- Training
- Assistance with administrative functions
- Technical Account Management (TAM) services
- Third Party Applications
- Post Upgrade documentation of requested changes

For clarity, if Customer requires additional customizations or enhancements post implementation, such requests will be subject to a new SOW at Nuvolo's then current hourly rate.

### Business Hours

Customer Support is available 24 hours a day, 7 days a week, including all holidays.

## NUVOLO CUSTOMER CARE PORTAL

Customer may access the Nuvolo Customer Care Portal at <https://support.nuvolo.com>.

### Incident Priority

Incident priority for a defect is determined using the guidelines below:

Priority	Definition
P1 (Critical)	Any defect that causes the Subscription Service to be unavailable.
P2 (High)	Any defect that causes a critical function to fail.



P3 (Moderate)	Any defect that significantly impedes work or progress.
P4 (Low)	Any defect that does not significantly impede work or progress.

#### Response Times

All support requests are tracked on-line and can be viewed by Customer's Authorized Contacts (as defined below). Nuvolo will use reasonable efforts to meet the target response times stated in the table below.

Priority	Target Response Times	Target Level of Effort
P1	30 Minutes	Continuously, 24 hours per day, 7 days per week
P2	2 Hours	Continuously, but not necessarily 24 hours per day, 7 days per week
P3	1 Business Day	As appropriate during normal business hours
P4	N/A	Varies

#### Customer Responsibilities

Customer's obligations are as follows:

- Customer agrees to receive from Nuvolo communications via email, phone or through the Customer Care Portal regarding the Subscription Service
- Customer shall appoint no more than five (5) contacts (**"Customer Authorized Contacts"**) to engage Customer Support for questions and/or technical issues.
- Customer must ensure the information for these contacts is current in the Nuvolo Customer Care Portal
  - Business Contact
  - Technical Support
  - Support Contact
  - Primary Customer Administrator
  - Security Contact
- Only Customer Authorized Contacts are authorized to contact Customer Support
- Customer Authorized Contacts are trained on the use and administration of the Subscription Service
- Customer shall cooperate to enable Nuvolo to deliver the Subscription Service and support for the service
- Customer is solely responsible for the use of the Subscription Service by its authorized users.

#### Support Resources

- Nuvolo Website and Community - [www.nuvolo.com](http://www.nuvolo.com)
- Nuvolo Customer Care Portal – <https://support.nuvolo.com>