Evosus® Software Service Level Agreement (SLA)

The Service Level Agreement (SLA) is provided during implementation and is available on our website at www.evosus.com/support/sla. The SLA begins the day you sign your Evosus Business Management Software Order.

What do you get for your Monthly Maintenance Costs?

- Phone Support*
- Access to online Evosus Help Desk which includes
    o How to Videos
    o Help Files
    o Self-Install Software Updates
    o Knowledge Base Articles
    o Access to Support Ticket History
- Exclusively Assigned Account Manager to Encourage Software Efficiency*
- After Hours Emergency Support for Evosus system down
- Hardware Recommendations to maintain a network complaint to Microsoft Mainstream Support Environment
- Continued Development of the Software which includes:
    o New Features
    o Improved Features and Functionality
    o Bug Fixes
    o New Products and Services
- Release Notes

Contacting Your Account Manager

Evosus Help Desk –www.helpdesk.evosus.com

You can create & submit a ticket any time; we are committed to a timely response and quality resolution according to the SLA. We encourage you to use the Help Desk to submit your question, this goes directly to your Account Manager. You will receive an email confirmation of your ticket within one hour.

Phone - (360) 735-9510 or (866) 235-5103 Toll Free

You can call us anytime during regular business hours.   We encourage you to leave a very detailed message for your Account Manager should they be unavailable, at the time you call. All voicemails received will be made into an Evosus Help Desk ticket.

*Individual Consulting is not included in the SLA. Please review the Professional Services Agreement for more details.

Account Management Department Hours

Monday – Friday
7:00am – 4:00pm PST

After-hours support is available for system down situations, only. **A system down situation is defined as - No users can access Evosus.**

Emergency Support Hours:
       Monday - Friday   6AM - 6PM PST
       Saturday/Sunday   6AM - 3PM PST

Emergency Contact Number: (360) 735-9510 Local or (866) 235-5103 Toll Free - Select Option 9 for Emergency Support. You **MUST** leave a message in the Emergency voicemail with the Company Name, the name of the person reporting the issue, best number to call back, and a detailed description of the issue. Our on-call support will return your call within 1 hour.

Network Support

This SLA applies to Evosus Business Management Software only, and does not include Network Support Services. Network Consulting is billable a service. Network Consulting includes issues related to network connectivity, hardware support (printers, card readers), troubleshooting, and any issue related to the network environment necessary for running Evosus Software. Please review the Professional Services Agreement for details.

Database transfers (from one server to another) or restorations (ex. in a server down situation) are services our Network team can provide, however these services are not included within our SLA. A written quote can be provided at the time of service request and the services shall be paid in advance of completion.

Customer Responsibilities

In-House Evosus Expert -Identify key personnel in your company that will have a broad understanding of overall business operations. They should be trained as the go-to people for your internal employees to seek knowledge from and serve as the primary contact(s) for Evosus. These employees should be included in all training classes & webinars during Implementation.

Train Staff to Use Tools included in SLA-The most efficient way for you to receive quick resolution is to use the tools included in your SLA. All employees should be educated to navigate through the Evosus Help Desk for self-serve learning opportunities..

Evosus Software Version – It is strongly recommended to maintain the current version of Evosus Business Management within your business operations. Evosus Clients are

responsible for updating all installations of Evosus software in their network, including Server(s) and workstations. It is our policy to provide support for the current version and the previous two major release versions of the software. Evosus versioning policies also comply with PA-DSS Validation and PCI certification requirements

Maintaining Network Environment – Evosus Business Software is written in Microsoft code base, therefore; the Client is responsible for keeping the network environment at or above Microsoft Mainstream Supported products; including Server Operating system, workstation operating system and Microsoft SQL.   Any network environment regardless of Evosus Version outside of Microsoft's Mainstream support will be limited to information available in the Help Desk. Any technical support will not be provided.

Submitting Issues - To ensure the most efficient delivery of service from your Account Manager; all issues submitted should be detailed and informative. We require all clients to be aware of the following SLA times based on their inquiry.

> ***Providing your Account Manager with detailed ticket information will allow our staff to provide a much quicker, accurate response. Detailed Information would include; Issue or Inquiry description, full screen screenshots, duplication steps. Please avoid brevity and uninformative requests such as: "help" or "stuck" or "error" or "call me".*

Response Time	Inquiry	Resolution
1 business day	General Software Support	Resolved via documentation provided within the Help file, Knowledge Base or Video Library.
1 business day	Product Enhancement Request	Product is working as designed. Customer Request different functionality. Client to complete Enhancement Documentation form and Account Manager will escalate to Product Owner for consideration in a future release.
1 business day	Additional Evosus Products & Services	Account Manager will contact you to discuss any and all questions related to additional Evosus products & guide you through fulfillment.
1 business day	Hardware Evaluations Printers & Database Connection Errors.	Network Specialist will contact you to discuss your Environment. Technical Specialist will work to resolve printer & errors. *Not IT Support.
7 Business Days	Unexpected Software Behavior	Defect Diagnostics. Requires QA Research & Development Hours. Account Manager serves as liaison between client & Development Department guiding inquiry to resolution.

When requesting ticket status, please refer to the ticket number provided at the time the issue was submitted (ticket confirmation within 1 hr).
*Evosus Account Managers reserve the right to designate issue priority when in question and will provide short term workarounds if any exist. We will do our best to resolve all issues as quickly as possible.

Evosus Responsibilities

Account Management Team is here to help you determine the best combination of product and services to suit your business needs and ultimately to ensure you are satisfied with your Evosus Software Experience.

Ticket Tracking & Reporting

Evosus has implemented a ticket tracking system that will be used to track all questions submitted via email or phone. It is important that all issues be channeled through Support so we can provide status updates and help you understand your training needs based on the issues you are calling in on. Issues not reported through the process outlined in the SLA may not receive the proper attention.

Initial Response to Issues Submitted - Upon receipt, the issue will be logged in our ticket tracking system and a response that includes the ticket number will be given to the client, within 1 hour.

Account Manager to Responsibility – Understand customer inquiry, verify all ticket fields were populated by customer, Analyze inquiry.

Research & Outreach – Account Manager will analyze and provide next steps OR request more details from the customer if needed to provide appropriate resolution.

Resolution – Evosus will continue to work on the issue according to the above schedule until the problem is resolved or submitted to Product Management to be addressed in a future release.

Enhancement Requests – Evosus values user input and welcomes enhancement requests. An enhancement request is a new feature or process you would like to see implemented in Evosus that will make product use more efficient. We consider client enhancement requests to be a valuable part of Evosus; however, not all requests will be included. The product was purchased as is and Evosus has no responsibility to make changes. The product will

continue to evolve and future releases will be delivered according to the Maintenance Agreement outline in the EULA.

We use a variety of criteria for reviewing requests which include, but are not limited to, overall benefit to clients, time to complete, best business practice, GAAP principles, industry need and current development schedule. Evosus reserves the right to determine if and when an enhancement request will be added to the product.

Exclusions

Third Party Software Problems:
If a problem is found to be caused by one or more of the following excluded factors then Evosus may not provide support. Should Evosus choose to provide support, Evosus reserves the right to charge the Customer at current rates for such services for all reasonable costs plus VAT. The Vendor shall notify the Customer as soon as they become aware that a fault may be due to one of the following exclusions:

   (a) Altered, damaged, or modified Products (save for those alternations or modifications made by the vendor
   (b) Products that rare not at a supported release level or for which the Customer does not have a current support and maintenance contract;
   (c) Defects or errors caused by incorrect use of the Products or operator error;
   (d) Defects caused by failure to implement reasonable recommendations in respect of or solutions to defects provided by Evosus;
   (e) Products installed in a hardware or operating environment not supported by Evosus;
   (f) Third party software not licensed through or supported by Evosus;
   (g) Defects or errors caused by any fault or error in the equipment, programs, applications or products used in conjunction with the Products, or otherwise resulting from causes beyond the reasonable control of Evosus.

FAQ's

What does "supported by Evosus" mean?

Supported by Evosus means that we will continue to test our newest versions (patches and major releases) including bug fixes and provide Tier 2 Support when needed (development and paid/unpaid Network support) Evosus will not test, provide bug fixes or provide Tier 2 Support on unsupported Evosus, OS, or SQL versions.

Why would Evosus end support for specific Evosus, Microsoft Office, OS, or SQL versions?

Evosus is committed to delivering improvements and bug fixes in accordance with our Service Level Agreement – and sooner when possible. We also strive to provide quality support for all the platforms our clients run our software on. However, as new versions of databases, operating systems, etc. are released, the complexity of supporting multiple

version platforms significantly grows; making it difficult to provide the highest level of support to our clients.