

## Support Service Level Target

### Introduction

Our organization is committed to delivering high-quality support and timely service to our Clients. To guide our efforts, we have established Service Level Targets (SLTs) that define our goals for response and resolution times. These targets serve as benchmarks to help us continuously improve our service delivery.

It is important to note that SLTs are not contractually binding and do not constitute a Service Level Agreement (SLA). While we strive to meet or exceed these targets, occasional variations may occur due to the complexity of an issue, inability to replicate the issue on demand, or other factors. As such, failure to achieve a stated target does not result in service credits, penalties, or other compensatory measures.

Additionally, our ability to meet these targets may be impacted by factors beyond our control, such as interruptions in the availability of third-party software or defects introduced into the core product of third-party software providers. While we will make every reasonable effort to support our customers in addressing such issues, resolution may ultimately depend on the third-party provider.

We are dedicated to transparency and continuous improvement, and we regularly review our performance against these targets to enhance the quality and efficiency of our support services.

This Support Service Level Target (SLT) policy outlines the terms and conditions governing the provision of support services by Kolme Group to eligible Clients. The purpose of this SLT is to define the levels of support, response time targets, and responsibilities of all parties, ensuring timely and effective resolution of support tickets while maintaining a high level of Client satisfaction.

### Definitions

- **Client:** Refers to the entity or individual receiving support services from Kolme Group.
- **Integration Platform:** A software solution that facilitates communication and data exchange between different systems and applications
- **Severity Levels:** Classification of support tickets based on the impact and urgency of the issue. This classification is what drives the response and resolution targets.
- **Support Tier Levels:** Categorization of the type of support provided by Kolme Group based on the complexity or type of issue.

- **Support Tickets:** Refers to the requests for assistance or issue reports submitted by the Client.
- **Response Target:** The expected timeframe for a response acknowledging the receipt of the support ticket, ensuring that issues are addressed promptly and efficiently.
- **Resolution Target:** The expected time within which Kolme Group will resolve a Client issue, from the initial contact or ticket creation to the final resolution.

### Scope and Support

- **Support Services:** Kolme Group may offer support services to its Clients for specific tools or services.
- **Support Services Eligibility:** Kolme Group-provided support and this SLT are only applicable where an active support contract is in place between Kolme Group and the Client, or when the terms and conditions of a software license or service subscription order stipulate that Kolme will provide support services. Additionally, Client must be current on all payments to Kolme Group and not otherwise in breach of the terms and conditions of any active agreements, contracts, or license/subscription orders.
- **Support Hours:** Support staff will monitor and respond to support tickets Monday through Friday, 9:00 AM to 6:00 PM (Eastern Time), excluding US holidays recognized by the Federal Government as outlined on the [USAGov website](#).
- **Support Channels:** Support requests must be submitted by completing the support ticket form located at <https://KolmeGroup.com/Support>.

### Severity Levels and Target Response Times

Support tickets are categorized into four severity levels: Low, Medium, High, and Critical. Service Level Targets vary based on the severity classification of a reported issue. Categorization criteria is subjective; while we heavily weight to the customer's input when determining severity, the final classification is at our discretion, based on our assessment of the issue's impact on business operations and overall service functionality. The categorization criteria, response targets, and resolution targets for each severity level are as follows:

- **Low Severity:** Categorized as issues that have no impact or minor impact on the functionality of the software application, user experience, or business operations.
  - *Examples:*
    - Non-critical informational messages.
    - Low-impact performance issues (e.g., minor lag in specific sections but not affecting overall usage).
    - Requests for minor feature enhancements or improvements (if included in the purchased support agreement).

- *Response Target:* Within 24 hours during the hours of 9:00 AM to 6:00 PM (Eastern Time), Monday through Friday.
- *Resolution Target:* Within 5 business days.
- **Medium Severity:** Categorized as issues that have a moderate impact on the functionality of the software application or user experience for a small portion of users but do not prevent continuation of overall business operations.
  - *Examples:*
    - Delays or minor disruptions in data processing or syncs.
    - Users experiencing issues with non-essential functions or integrations.
    - Minor bugs that affect workflows but are not critical for business continuity.
  - *Response Target:* Within 4 hours during the hours of 9:00 AM to 6:00 PM (Eastern Time), Monday through Friday.
  - *Resolution Target:* Within 2-3 business days.
- **High Severity:** Categorized as issues that have a high impact on core functionality of the software application, interrupt key business processes, or that impact a significant number of users.
  - *Examples:*
    - Key features of the application are down (e.g., login, account access, or critical integrations are unavailable).
    - Data loss or corruption affecting non-essential but important data.
    - User permissions or access control problems causing restricted access to key areas of the platform.
  - *Response Target:* Within 1 hour during the hours of 9:00 AM to 6:00 PM (Eastern Time), Monday through Friday.
  - *Resolution Target:* Within 1 business day.
- **Critical Severity:** Issues that have a critical impact on the functionality of the software application, rendering it unusable or causing severe business disruption.
  - *Examples:*
    - Complete system outage or downtime (platform is entirely inaccessible to all or most users).
    - Critical errors that affect the ability to perform essential business functions (e.g., payment processing, authentication, or reporting systems are down).
    - Major service degradation affecting all users or critical functions in production.
  - *Response Target:* Within 30 minutes during the hours of 9:00 AM to 6:00 PM (Eastern Time), Monday through Friday.
  - *Response Target:* Within 4 hours.

*Note:* The provided response time targets are for the initial response on submitted tickets and do not represent resolution times. Resolution time targets are provided but may vary depending on the complexity of the technical issues and/or solutions.

## Support Tier Levels

- **Tier 1:** Tier 1 support provides initial contact for users experiencing technical issues or seeking assistance with product-specific troubleshooting. This Tier focuses on providing solutions for common issues or identifying the need for Tier 2 expertise.

Client's system administrators are responsible for providing Tier 1 support for their end users (unless Client's support agreement specifies that Kolme Group will provide Tier 1 end user support). Only after exhausting Tier 1 support should a support ticket be submitted to Kolme Group by Client's system administrator for further assistance. Client's end users should not submit support tickets directly to Kolme Group.

- **Tier 2:** Tier 2 support addresses more complex technical issues that cannot be resolved by Tier 1. These issues typically require advanced product knowledge and involve Client and Kolme Group Tier 2 subject matter expert collaboration to analyze the issue and determine recommended solutions.
- **Tier 3:** Tier 3 support addresses issues not resolved in Tier 2, and usually require specialized knowledge of the software, systems, and infrastructure. Kolme Group Tier 3 personnel use in-depth analysis in search of resolution solutions.

## Responsibilities

- **Client Responsibilities:**
  - Provide Tier 1 support to their end users prior to submitting support tickets to Kolme Group (unless Client's support agreement specifies that Kolme Group will provide Tier 1 end user support).
  - Provide accurate, comprehensive, and detailed information when submitting support tickets. Information should be at a level of detail to allow a support resource to replicate the issue. Screenshots and video capture of the issue are particularly helpful.
  - Participate with support personnel during the troubleshooting and resolution process.
  - Notify Kolme Group promptly if there are any changes in the observed behavior, severity or impact of an issue.
- **Kolme Group Responsibilities:**
  - Acknowledge receipt of support tickets within the specified response target for each severity level.
  - Allocate resources to resolve support tickets based on severity levels.
  - Provide regular updates on the progress of issue resolution to the Client.
  - Escalate critical issues to higher levels of support if necessary.

- Liaise on Client's behalf with third party software provider when a) an issue is determined to be caused by a change or defect within core product, and b) when that third party software has been licensed to Client by Kolme Group.

### **Exclusions**

This SLT does not cover the following:

- Issues caused by third-party software or hardware not supported by Kolme Group.
- Customizations or modifications made to the software application or its configurations/workflow rules by the Client or third parties.
- Issues caused by the software application vendor where it is a known issue announced on the vendor's status page.

### **Escalation Procedure**

If the Client is not satisfied with the response or resolution of a support ticket, they may escalate the issue by contacting their Kolme Group account manager. Escalated issues will be prioritized and addressed promptly by senior support personnel.

In the event that Kolme Group has confirmed the issue is reproducible and appears to be a product defect (e.g., is not related to or caused by configuration), the assigned support personnel will assist the Client in submitting a support ticket to the software application vendor for analysis and resolution.

### **Review and Amendments**

This SLT is subject to periodic review and may be amended by Kolme Group to better align with the evolving needs of the Client and improvements in service delivery. Any amendments to this SLT will be communicated to the Client in writing.