

Support Policy

This Support Policy (the “Support Policy”) explains TEAM’s processes, procedures, scope of services, and additional terms for TEAM’s provision of its Support Services.

Where such Support Service are provided to Client, the provision of the Support Services are subject to the full and complete payment of all applicable Fees and Expenses and are subject to the terms and conditions of any Order Form, Work Order, EULA, Subscription Agreement, Terms and Conditions, or other agreements entered into by and between Client and TEAM.

Scope

1. Where Support Services are provided for TEAM’s Software offerings, the Support Services include application of Updates along with other basic technical support for the Software, including standard technical issue solving and troubleshooting. Software Support Services do not cover or include (i) any development activities or services or (ii) services offered as part of TEAM’s expanded Enhanced Support Services.
2. TEAM’s Software Support Services are only offered for the standard and current versions of TEAM’s owned or licensed Software; outdated Software, Third-Party Software, and any TEAM-customized Software or applications are excluded. Support for TEAM’s customized Software may be offered under TEAM’s Enhanced Support Services, ordered separately.

Team Support Tiers

Client may submit requests for support (“Support Service Requests”) to TEAM for which TEAM will provide Tier 1 and 2 Support.

TEAM’s Tier 1 Support includes responding to requests concerning:

- Installation, including installation of administration tools;
- Troubleshooting of Software: and
- Responding to issues where Software is not functioning per its applicable Documentation.

TEAM’s Tier 2 Support includes:

- Correcting all reported errors or otherwise creating workarounds;
- Providing remote (phone and online) support during TEAM’s normal working hours of 9:00 AM to 5:00 PM US Central Time/Australia Eastern Time/Central European Time, Monday through Friday, excluding national holidays; and
- Providing online access to technical support bulletins and other user support information.

Priority Levels

TEAM will respond to, and resolve, Support Service Requests based on the Priority Level assigned to each request as set out below:

Priority Level	Description
Severity Level 1 (Critical)	“ Severity 1 Issue ” describes an error in the Software operating in a live, production environment, where such error has caused the use of the Software, or a significant component thereof, to stop or to substantially deviate from the specifications set forth in the Documentation such that the user cannot reasonably continue to use the Software for its intended business purpose and there is no immediate work around or resolution available to make the Software operable.

Severity Level 2 (Severe)	“Severity 2 Issue” describes an error in the Software operating in a live, production environment or, during efforts to deploy the Software in a live, production environment, where such error does not cause the use of the Software or a significant component thereof to cease, but is causing a serious business impact on the user’s productivity or service levels. An error in the Software operating in a non-live or non-production environment which causes the Software or a significant component thereof to stop or to substantially deviate from the specifications set forth in the Documentation may also be considered a Severity 2 issue.
Severity Level 3 (Medium)	“Severity 3 Issue” describes a condition which allows the Software to be in full working mode during any stage of deployment but may cause immediate impacts to operations or usability which are desirable to resolve. General questions are usually considered to be Severity 3 as well.
Severity Level 4 (Low)	“Severity 4 Issue” describes a condition which is causing the Client’s use of the Software to be inconvenient or less aesthetically pleasing than desired.

TEAM will endeavour to provide an initial response to each Support Service Requests in accordance with the following schedule:

Priority Level	Initial Response
Severity Level 1 (Critical)	Within 4 business hours
Severity Level 2 (Severe)	Within 6 business hours
Severity Level 3 (Medium)	Within 1 business day
Severity Level 4 (Low)	Within 2 business days

Although TEAM will attempt to respond to Support Service Requests in accordance with the timeframes listed above, response times are not guaranteed. TEAM’s initial response may consist of:

- A suggested resolution to the problem;
- A request for more detailed information or clarification, which will enable TEAM to determine the appropriate course of action; or
- Notification of the estimated time for providing the user with further information, resolution, or a workaround, as appropriate.

CONTACTING SUPPORT

Client may contact TEAM for Support Services at the following:

1. Web - Clients may submit Support Service Requests via TEAM’s support website: <https://teamanz.atlassian.net/servicedesk/customer/portal/TBD>.
2. Phone - Clients may submit Support Service Requests, via phone, by calling 800.544.9408.
3. Email - Clients may submit Support Service Requests via email to their designated TEAM service contact (if applicable) or to support@teamim.com.

DESIGNATED CLIENT CONTACTS

For Support Services, Client will be required to designate up to two (2) employees or agents to serve as its Designated Client Contact(s). Such Designated Client Contacts shall be responsible for submitting, and communicating with TEAM in regards to, all Client Support Service Requests. Where Client names two Designated Client Contacts, Client must designate one to serve as the primary contact, and the other to serve as the back-up contact. Any changes regarding Client's Designated Client Contacts must be communicated to TEAM without delay.

MAINTENANCE OF SOFTWARE SERVICE

- TEAM shall have the right to suspend the provision of its Software Services for scheduled maintenance breaks. TEAM generally carries out its server maintenance on the third Sunday of each month, between 8 am and 2 pm UTC on servers outside Europe and between 10am and 4pm UTC on servers in Europe.
- Additionally, TEAM conducts periodic automatic scheduled database optimization tasks, which may affect the availability of Software and other related services. Such tasks are generally conducted every Sunday starting at the following times:
 - Servers in Europe: 12 midnight – 2 am UTC
 - Servers in North America: 8 am – 10 am UTC
 - Servers in Asia: 2 pm – 4 pm UTC
- Where TEAM schedules additional maintenance, or schedules maintenance at hours other than those listed above, that may affect the availability of its Software and services (for example, to fix an issue with Server Software), TEAM will attempt to inform Client of the same at least two (2) days before performing such tasks, where possible. TEAM may also suspend the provision of the Software and other services at any time and for a reasonable period of time to respond to emergency actions (such as to recover from a data security issue that TEAM has become aware of, or to recover from a data network outage or other similar issue outside of TEAM' control). TEAM will attempt to notify Customer of the schedule and estimated duration of such unscheduled maintenance breaks that suspend the Software or services in advance, or, if this is not reasonably possible, without undue delay after TEAM or its vendors become aware of such matter. Notwithstanding the foregoing, TEAM reserves the right to carry out maintenance and other tasks that may affect the availability of the Software or other services at any time, and without notice, as TEAM may deem necessary
- Information regarding maintenance breaks will be sent by electronic mail to the email address Client has supplied to TEAM, or its affiliates, partners, or vendors.

LIMITATIONS ON PRODUCT SUPPORT

TEAM reserves the right to decline to provide Support Services to products or Software that are unsupported by reason of being outdated or otherwise not updated with the current versions supported by TEAM's applicable Support, Lifecycle, or other policies.