

Espressive Support Terms Policy

1 Purpose

The purpose of the Espressive Support Terms Policy is to communicate Espressive's target response and resolution times associated with customer reported incidents.

2 Scope

This policy is applicable to the Espressive Barista web and mobile application and related API's.

3 Procedure

3.1 Response Times and Resolution Efforts Schedule

3.1.1 Support Generally. During the Term of any Order Form entered into pursuant to the Espressive Hosted End User License Agreement (or other Agreement between Customer as defined in the Order Form) and Espressive, Espressive will provide Support for the Espressive Solution as set forth herein.

3.1.2 Errors. Upon Customer's report of a problem with the Espressive Solution, Espressive will assign a severity level to the Error and use commercially reasonable efforts to provide the resolution effort based on the type of issue reported, according to the following schedule:

Severity Level	Problem Description	Target Response Times	Resolution Effort
1	A critical problem that renders the Espressive Solution completely unavailable or that prevents any use of the Espressive Solution.	Respond within four (4) hours of issue being submitted.	Problem worked on 24 x 7 x 365 until a workaround or resolution is provided.
2	A problem that has a major impact on the functionality of the Espressive Solution but that does not preclude use of the Espressive Solution.	Respond within eight (8) hours of issue being submitted.	Problem worked on 24 x 7 x 365 until a workaround or resolution is provided.
3	A problem that inhibits a feature of the Espressive Solution.	Respond within one (1) business day of issue being submitted	Problem worked on during Espressive Support Hours
4	General questions related to the use of the Espressive Solution, a "how to" question; an error that is minor or cosmetic in nature; or a request to be considered for future enhancements.	Respond within two (2) business days of issue being submitted.	Problem worked on during Espressive Support Hours.

3.1.3 Service Request Submission. Severity 1 or Severity 2 Errors must be submitted to the following email address.

Email: priority.support@espressive.com

Severity 3 or Severity 4 Errors must be submitted to the following email address.

Email: support@espressive.com

- 3.1.4 Support Hours.** Espressive's Support Hours are 8:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, excluding holidays observed by Espressive in the United States.
- 3.1.5 Support Contacts.** Espressive will provide support to up to two (2) named support contacts designated by Customer as a primary and backup administrator, who will each be knowledgeable in all material aspects of Customer's network and operating environment, and who will have completed and remain current with Espressive's recommended training for support contacts for the Espressive Solution. Customer support contacts shall submit inquiries and notifications to Espressive's designated telephone support numbers and email addresses. Customer may change contacts by written notice to Espressive.
- 3.1.6 Escalation.** In the event Espressive is unable to provide a workaround or fix for any Severity 1 Error within eight (8) hours of Customer's notice to Espressive, Espressive shall escalate the Error to Espressive's Vice President of Services. In the event Espressive is unable to provide a workaround or fix for any Severity 1 Error within forty-eight (48) hours of Customer's notice to Espressive, Espressive shall escalate the Error to Espressive's Chief Executive Officer.
- 3.1.7 Exclusions.** Espressive will have no liability for any non-performance of support services arising out of any failure of Customer or its suppliers to provide Espressive with access to Customer's servers or if Customer does not cooperate with and assist Espressive in resolving the Error. Espressive will have no obligation to correct Errors or support queries arising from (a) Customer's misuse or alteration of the Espressive Solution; (b) any network, hardware or software not provided by Espressive (c) use of the Espressive Solution other than in accordance with the Documentation or the provisions of Customer's agreement with Espressive; or (d) Customer's provision to Espressive of incorrect configuration directions or other information.