



## **ACCRUENT SUPPORT POLICY**

### Policies & Procedures Governing Accruent Maintenance & Support Offerings

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# INTRODUCTION

## PURPOSE

The purpose of this document is to detail the Accruent Support Policy. Accruent Support policies are subject to change at Accruent's discretion.

## ELIGIBILITY FOR ACCRUENT SUPPORT SERVICES

As a customer, you can receive Accruent Support Services when:

- Purchased Accruent products are properly licensed with a current and valid maintenance contract with Accruent.
- You are registered with Accruent as an Accruent Support Contact for your organization.

## CUSTOMER SUPPORT DESIGNATED CONTACTS

Designated Contacts are the primary liaison with Accruent Support. The role of the designated contact is to serve as the first level of support for your users, log support requests for everyone in your organization, and be the sole point of contact for Accruent Support in case of a technical problem. If qualified designated contacts are unavailable, Accruent's ability to resolve issues may be adversely affected. If Accruent receives an issue from a submitter that we believe lacks necessary product or technical knowledge to assist Accruent Support in resolution of your issue, we may refer support to someone within your organization with a more detailed understanding.

Accruent provides direct support for up-to five Designated Contacts per product unless otherwise contracted. Some Accruent products may require Designated Contacts to be product certified. Third-Party contacts (those without a direct relationship with Accruent) must route all support requests through the Designated Contacts.

# ACCRUENT SUPPORT

## WORKING WITH ACCRUENT SUPPORT

<https://www.accruent.com/support>

Accruent Support is looking forward to working with you. Accruent Support consists of remote assistance with issues via Accruent Customer Communities web portal, email, and phone support.

Unless otherwise contracted, Accruent Support standard business hours are as follows:

PRODUCT	AMERICAS	EMEA	APAC
	Mon-Fri 7 AM – 7 PM (Austin Time)	Mon-Fri 7 AM – 7 PM (London Time)	Mon-Fri 7 AM – 7 PM (Manila Time)
360Facility	✓		
Accruent Suite	✓		
Asset Enterprise	✓		
BIGCenter	✓		
Connectiv	✓		
EMS	✓	✓	✓
Evoco	✓		
Expesite	✓		
FAMIS	✓		
Lucernex	✓		
Meridian	✓	✓	✓
Maintenance Connection	✓	✓	

PRODUCT	AMERICAS	EMEA	APAC
	Mon-Fri 7 AM – 7 PM (Austin Time)	Mon-Fri 7 AM – 7 PM (London Time)	Mon-Fri 7 AM – 7 PM (Manila Time)
Siterra	✓	✓	
TMS	✓		
VxMaintain / VxObserve	✓	✓	✓
VxField	✓	✓	

Accruent provides Weekend and After-Hours support for High Severity cases. Holiday coverage and communications are on a per-product basis.

## ONLINE CUSTOMER COMMUNITIES

Get the most out of your Accruent experience by leveraging your Accruent Support Community. Available 24 hours a day, 7 days a week. You can use your product's Community to:

- Interact with the Accruent Support team by submitting cases (preferred method of interacting with support, see *High Severity and After-Hours Support* for exceptions).
- Share product ideas with Accruent product managers and vote on ideas submitted by other members of the product community (for eligible products).
- Ask questions and share best practices with other users in the product forums
- Find important product documentation and the latest release notes for your product

Joining your product's Community is a great way to stay informed on all the newest product features and how they can help your organization.

## High Severity and After-Hours Support

For High Severity issues, as defined under *SLA and Responsibilities*, Accruent Support requires calling immediately to confirm the impact and severity of the issue regardless of business hours or holiday exclusions.

After-Hours processes ensure in the case of high severity, even After-Hours, Accruent is addressing system down and critical system issues to keep your business running. For verified high severity issues, Accruent Support will engage necessary resources and begin incident remediation. Issues that are not high severity will be addressed during standard business hours.

Clients must provide access to infrastructure and personnel resources for high severity assistance, including outside of business hours, and issues must be confirmed to be in- scope to be eligible for support assistance. Items listed under *General Limitations and Out of Scope Services*, such as installs and upgrades, are not eligible for After-Hours assistance.

Accruent recommends our Managed Services to preserve product upgrade viability for on-premise customers, and also for SaaS customers that require upgrade assistance for manual installations. Managed Services are designed to provide software best practices, reduce the risk of unsupported on-premise modifications, and assist with product upgrades, as well as additional consulting and training needs.

## Coverage

Accruent Support is provided for problems in the current and supported Accruent Releases, running unaltered on designated supported database products, office suite products, web browsers and operating systems as specified in Accruent documentation and assuming no issues with account standing.

Accruent shall only be obligated to provide support for the software as delivered by Accruent. Accruent provides support in English. Customers with eligible products may purchase support services in additional languages subject to availability.

## Logging a Support Request

Before contacting Accruent Support, please follow the process provided below:

- Ensure you have registered as a Designated Contact with Accruent Support.
- Ensure you are using the software within a supported system configuration.
- Review the product documentation such as in application Help and Knowledge Base articles provided in your Product's Community.

When submitting a support request, in the Subject line, provide a relevant summary that describes the issue at a high level. Requests requiring in depth troubleshooting can be accelerated by utilizing the Description field to clearly convey your issue. We recommend the following format (a copy/paste template provided below):

*Issue/Steps to Reproduce:*

*Expected Behavior:*

*Actual Behavior:*

*Impact to business:*

**Issue/Steps to Reproduce:** A description of the issue, including the steps to reproduce the issue.

**Expected Behavior:** The behavior you are *expecting* to happen when following the steps to reproduce provided. What *should* be occurring on the screen, or what results you *expect* when performing the steps to reproduce?

**Actual Behavior:** The behavior or issue as it is actually occurring. Screen shots demonstrating the issue are especially effective and can be submitted with your case.

**Impact to business:** The impact to your business when this issue occurs. Though all issues are important to Accruent, it is important to fully understand the impact on your organization. For example, when a report isn't working, is it used once a month by 3 users or 500 users that rely on the report twice a day?

## PRIOR VERSION SUPPORT

Accruent is committed to delivering our core products to our customers in a way that allows you to receive the benefits of automatic upgrades and access to all the latest features, bug fixes and innovations. For this reason, Accruent only supports software versions that are two major releases or two years behind the most current generally available major release of the software ("**GA version**"). You will need to update to the GA version within this timeframe or in accordance with the major release schedule, but we encourage you to do so as soon as possible to take advantage of the most up-to-date features. Technical support may be offered on a limited basis for legacy versions. However, bug fixes and patches may no longer be available going forward. For any previous versions, backward fixes shall be provided at Accruent's sole discretion and may involve additional fees. Client acknowledges and understands that the scope of this policy applies to Accruent products only, and that any third-party software is subject to the versioning policy of the third-party software provider.

## SLA AND RESPONSIBILITIES

### SaaS Availability

Accruent will target for the SaaS Services to generally be available to Client twenty-four (24) hours per day, seven (7) days per week, with an average monthly uptime of 99.9% ("**Availability**"). Any unavailability during a particular calendar month due to interruptions caused by: (i) scheduled maintenance and/or planned weekly downtime, for which Accruent will provide notice in advance; (ii) force majeure events, emergency maintenance necessitated by the actions of third parties, or circumstances beyond Accruent's reasonable control; (iii) errors resulting from Client's improper use of the SaaS Services, or (iv) Client Data (as defined in the Agreement), Client's network operations or systems, or other similar factors of Client, shall not be included in the Availability calculation.

### Service Credits

Accruent will, as Client's sole and exclusive remedy for Accruent's failure to meet such Availability, credit to Client's account one Service Credit for each percentage point below such Availability during such calendar month. The maximum Service Credit available to Client if Accruent is unable to meet the Availability is ten percent (10%) of the monthly fees for the impacted SaaS Services during the month of the Availability miss. Client acknowledges that Accruent does not control the transfer of data over telecommunications facilities, including the Internet and that Accruent does not warrant that it will be able to prevent third party disruptions of the SaaS Services. Client acknowledges and agrees Service Credits shall be provided solely as a credit against future invoices, and shall not result in any refund, except upon termination or expiration of the Agreement. For the avoidance of doubt, for Client to be issued Service Credits; (a) the Availability miss must be reported to

Accruent Support within sixty (60) days of the last day of the month in which Accruent experienced such Availability miss; and (b) if Client licenses multiple SaaS Services and/or has more than one Affiliate or subsidiary using such SaaS Services, the Service Credit will be calculated utilizing only the subscription fees for the impacted SaaS Services and the pro rata portion attributable to the Affiliate or subsidiary that actually experienced an Availability miss.

## Maintenance Windows

Scheduled maintenance windows are product specific and will be communicated by Accruent in advance through release announcements, or by other means. These windows include downtime for code releases and operations maintenance, which are essential for ensuring product reliability, security, and overall performance.

## Customer Enhancement Requests

Customer Enhancement Requests (or “**CER**”) are subject to the review of Accruent, and Accruent may choose not to provide a solution in its sole discretion. If Client opens a Support Ticket and upon review Accruent determines that it is a CER, then Accruent Support will reclassify the Support Ticket accordingly. For the avoidance of doubt, a CER is not eligible for Service Credits, and the Severity Table (below) is not applicable to CER.

## Severity Table

Accruent Support cases are classified using Severity. Accruent will validate and adjust Severity when it does not match the criteria provided below.

SEVERITY	DEFINITIONS	FIRST RESPONSE TIME	FOLLOW-UP TIME
1*	Critical issue resulting in a complete system outage or major application failure, preventing a critical business process that has immediate financial impact or impact to data integrity. There is no workaround available.	1 hour	2 hours
2*	Serious issue preventing execution of a critical business process, causing disruption of a major business function. Major functionality is severely impaired. Serious impact on daily functions or processing and there is no acceptable workaround.	4 hours	5 hours
3	Issue that does not prevent the execution of a critical business process and does not impact data integrity. The problem may be circumvented using an available workaround.	2 business days	5 business days
4	An inquiry and/or low system/business process impact issue. Examples include cosmetic defects on screens, errors in documentation, or question/how-to type requests.	3 business days	6 business days

\*See definition of High Severity

\*\*Not applicable to CER

## DEFINITIONS

- **CER** is a request by Client to add functionality or enhance performance beyond the current specifications of the product.
- **First Response Time** is the elapsed time for Support to acknowledge an initial request,



assuming there are no issues with account standing. First Response Times are not a resolution goal and should not be interpreted as a guarantee of service, nor is it a guarantee of continued response through the entirety of the applicable request.

- **Priority** is defined by the Customer and dictates to support the order in which tickets of the same Severity should be addressed.
- **Service Credit** means the average daily SaaS Services subscription fee for the applicable SaaS Services that experienced an Availability miss, calculated by dividing the annual subscription fee for the applicable SaaS Services by 365.
- **Severity** is assigned solely by Accruent and is the assessed possible risk or effect of an Incident on Client's business operations. Severity shall be classified by Accruent in accordance with Accruent's standard Severity level classifications.
- **High Severity** (Severity 1 or 2) is Accruent's definition for any case validated by Accruent Support as qualifying Severity 1 or 2 criteria. Accruent recommends calling immediately in the case of high severity to confirm the impact and severity of the issue, regardless of business hours or holiday exclusions. In the case of high severity, first response time does not begin until receipt of a phone call to Accruent Support ensuring immediate response and engagement of After-Hours processes. Issues that are not High Severity will be addressed during standard business hours.
- **After-Hours Support** is in place to ensure in the case of High Severity, even After-Hours and regardless of business hours or holiday exclusions, Accruent is addressing system down and critical system issues to keep your business up and running. For verified High Severity issues, Accruent Support will engage necessary resources and begin incident remediation. Issues that are not high severity will be addressed during standard business hours.
- **SaaS, Cloud, or Hosted Products** is Software owned, delivered and managed remotely by Accruent for use by a customer on a subscription or licensed basis.
- **SaaS Services** is the hosted software provided to Client by Accruent and/or one or more of its Partners on a subscription basis, inclusive of Updates, as further described in an Order Document.
- **On-Premise Product** is software installed and run on computers on the premises (in the building) of the person or organization using the software. The hosting and hardware maintenance for the environment are generally the customer's responsibility.
- **Software Updates** are subsequent releases to the software purchased that Accruent makes generally available to its current Maintenance customers. Updates include major and minor subsequent releases of software, service packs, hot fixes or error corrections, as well as software documentation updates. Updates do not include optional, additional, customizations, or future products that Accruent licenses separately. Customized software including but not limited to APIs, reports, or other integrations created by Accruent Professional Services are covered under a separate agreement with Accruent Professional Services. Updates are provided when available, and Accruent is under no obligation to develop any future software or functionality. A separate Accruent Professional Services agreement may be required for on-premise and SaaS products where manual installation services are necessary. Contact your sales representative for further details.
- **Major Release** is a software release that contains new functionality and/or large functional improvements of and/or expansions to existing functionality.
- **Minor Release** a software release that comprises small functional improvements of existing functional modules.
- **Patch** is a software release used to address an issue where a Major/Minor release is not feasible or timely.
- **Workaround** is a method indicated by Accruent to avoid or by-pass the consequences of a known error, without issuing a fix, so that customer's use of the software may be interrupted as little as reasonably possible.

## CUSTOMER RESPONSIBILITIES

Should you opt to not fully meet or perform your responsibilities as outlined below, Accruent's ability to provide you with full and complete support under these policies will be significantly impaired. In this situation, Accruent will provide best-effort services and support described in this policy.

### General Responsibilities

- Provide Accruent with relevant diagnostic information including log files, configuration, and error messages.
- Create individual, unique cases for each problem.
- Provide Accruent with access to required personnel and equipment. This access may require the ability to provide system logs and/or allow Accruent to view a user's system via screensharing or other utilities.
- Cooperate with Accruent Support to carry out procedures and recommendations for error correction or malfunctions within a reasonable time after such procedures have been received from Accruent.
- Respond to updates and additional requests for information. Failure to respond in a timely manner may result in reclassification or closure of your case.
- Provide accurate business contact names, phone numbers and email addresses for Designated Contacts.
- Set up a screen sharing session so that your support contact can demonstrate the issue and work with the Accruent Support resource to troubleshoot the issue within the customer's environment.

### On-Premise Specific Responsibilities

- Ability to access the equipment on which the software is operating and obtain the same access at the highest privilege level.
- Upon request for troubleshooting, provide a database backup (and application files as needed) to replicate in-house environment if necessary.
- Supervision, control, and management of the software. Protection of information and the implementation of backup facilities in the event of errors or malfunction of the software or equipment. Accruent is not responsible for the loss of information or data while performing maintenance.
- Maintenance and support of hardware and software technologies.

## GENERAL LIMITATIONS AND OUT OF SCOPE SERVICES

Out of scope services listed below apply to both SaaS and On Prem installations. Accruent Support has no obligation to provide any service other than those set forth in this Maintenance policy and paid for by the customer. For Accruent End-of-Life products/components (products no longer sold by Accruent), Maintenance support will occur according to the schedule and scope provided for that product.

Support is not provided as an alternative for product training. Designated Contacts lacking proper knowledge or training of their application may be referred to Accruent Professional Services for product training (fees may apply).

Maintenance does not include support for issues/requests arising from or related to the following:

- Unsupported releases/versions not listed in product specific documentation, including 3<sup>rd</sup> party products
- Issues outside of functional validation of supporting systems, data availability and standardized reports, operations, procedures or workflows.
- Improper installation by customer or use of the software and its integrations that deviates from any operating procedures established by Accruent in the applicable documentation.
- Modification, alteration, addition, or attempted change of the software or its integrations, undertaken by persons other than Accruent or Accruent's authorized representatives.
- Hardware or software not provided by Accruent including but not limited to: database products, office suite products, web browsers and operating systems.
- Accident; unusual physical, electrical or electromagnetic stress; neglect; misuse; failure of electric power; air conditioning or humidity control; operation of the software with other media not meeting or not maintained in accordance with the manufacturer's specifications; or causes other than ordinary use.
- Issues outside of Supported Accruent Release consists of the current Accruent Generally Available (GA) software product and includes up to two (2) major releases from GA. Issues arising on Accruent software older than Supported Accruent Releases are subject to best effort support when a Supported Accruent Release provides resolution (unless otherwise contracted). Accruent is under no obligation to provide extended support or further development commitments for incidents where a Supported Accruent Releases provides resolution. Should client require additional support for unsupported Accruent releases, support may refer the client to Professional Services where a fee may occur.

In addition, maintenance services exclude the following, any of which may be obtained from Accruent on an as-available basis (may incur a fee), or unless otherwise contracted:

- On-site troubleshooting
- Personnel training services
- Implementation services and/or installation services including installation and upgrades, unless otherwise contracted
- Data migration, conversion, transfer, scripting or any other manipulation tasks
- Business process, data interpretation, and/or consultation services
- Custom Integrations and any other "customizations", including but not limited to custom pages, custom reports, and custom database modifications
- Updates provided to the product under Maintenance services do not include upgrades to customized software, APIs nor other Accruent Professional Services works. Such customization upgrades may be subject to additional fees as specified in your Accruent Professional Services Statements of Work (SOW)

- Completing tasks for users, including but not limited to data entry, system setup, record maintenance, report execution, hardware or non-Licensed Software updates

Products sold by a company acquired by Accruent will be covered under the original purchased Terms and Conditions until time-of-service renewal.

## Accruent Support Policy

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