

COBBLESTONE SOFTWARE

STANDARD SOFTWARE SERVICE LEVELS



CobbleStone Software provides user and technical support for clients with an active annual support and maintenance agreement. If the software is hosted by CobbleStone (SaaS), standard annual support and maintenance is included with the annual license subscription. If the software is installed on your organization's servers (Deployed), standard annual support and maintenance is an annual recurring pricing item.

CobbleStone Software provides support levels up to 24 x 7 x 365 user and technical critical support via telephone, email, and customer care portal. *Elite Care* support plans are available for higher level support for non-critical issues in the Diamond and Emerald plans. Users are able to contact CobbleStone directly from the "Help" menu in the system. Access to the customer care portal, online tutorial videos, and user system FAQs are also readily available from the system help option as well as on-demand throughout the system. CobbleStone users are provided a customer care portal to easily request support, access their open tickets, review history, and resolutions.

CobbleStone also offers focused optimization work sessions throughout the annual term to assist clients with the system. The goal of our client optimization sessions is to assist your team with areas of the system that may be underutilized and assist with how this area could be used to benefit your team. Ongoing group online training sessions are also available with free registration. Dedicated ongoing onsite or online training services are also offered; however, these professional services are priced separately.

Package	Standard	Emerald**	Diamond**
24/7 Support Access Center	✓	✓	✓
Telephone Support	✓	✓	✓
Email Support	✓	✓	✓
Online User Wiki Access	✓	✓	✓
Online System FAQs Access	✓	✓	✓
Tutorial Videos	✓	✓	✓
Annual Optimization Session	✓	✓	✓
Group Refresher Training	✓	✓	✓
Priority Support Ticket Routing		✓	✓
Enhanced SLAs		✓	✓
<i>Elite Care</i> Eligible		✓	✓
Annual Group In-Person Training Ticket (1)			✓
Enhanced RTO Eligible***			✓

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Installation

<u>Installation:</u>	<u>Service Level Goal *</u>	<u>Credit</u>
For SaaS	Provisioning: 15 business days from signed contract	2% of annual license or max of one month
For Deployed	Core Install: 30 business days as agreed to between customer and CobbleStone	2% of first annual support and maintenance

System Uptime

<u>System Uptime:</u>	<u>Service Level Goal *</u>	<u>Credit</u>
Express – SaaS	99% Uptime excludes, scheduled maintenance & emergency fixes to apply virus software, updates, respond to attacks	2% of monthly hosting fee
Enterprise – SaaS	99.9% Uptime excludes, scheduled maintenance & emergency fixes to apply virus software, updates, respond to attacks	2% of monthly hosting fee
Deployed / On Premise	not applicable as it is hosted on customer's equipment	not applicable

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Support Response Time

End-User Technical Support:	Service Level Goal *			Credit
	Standard	Emerald** (Enterprise Edition only)	Diamond** (Enterprise Edition only)	
Critical System is not accessible to end users and there is no work around.	Typical Response Times between 4 and 8 hours commensurate with the level of incident during CobbleStone business days and no later than next business day response	Typical Response Times up to 4 business hours commensurate with the level of incident	Typical Response Times up to 2 business hours commensurate with the level of incident	2% off monthly hosting or annual support & maintenance fee
Serious System feature not functioning as per CobbleStone documentation and there is no work around.	Typical Response Times between 6 and 12 hours during CobbleStone business days and no later than one business day response	Typical Response Times up to 6 business hours commensurate with the level of incident	Typical Response Times up to 4 business hours commensurate with the level of incident	1% off monthly hosting or annual support & maintenance fee
Moderate (Non-Critical) System feature not functioning as per CobbleStone documentation but there is a work around.	Typical Response Times between 8 and 16 hours during CobbleStone business days and no later than two business day response	Typical Response Times up to 10 business hours	Typical Response Times up to 6 business hours	0.5% off monthly hosting or annual support & maintenance fee
Low / Minimal General usage question or notification of minor issue that does not prohibit Customer from utilizing Product in material way.	Typical Response Times between 16 and 24 hours during CobbleStone business days and no later than two business day response	Typical Response Times up to 14 business hours	Typical Response Times up to 10 business hours	None

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Support Resolution Time

End-User Technical Support:	Service Level Goal *			Credit
	Standard	Emerald** (Enterprise Edition only)	Diamond** (Enterprise Edition only)	
Critical System is not accessible to end users and there is no work around.	24-72 hours commensurate with the level of incident	Typical Resolution Times up to 1 business day commensurate with the level of incident	Typical Resolution Times up to 8 hours commensurate with the level of incident	2% off monthly hosting or annual support & maintenance fee
Serious System feature not functioning as per CobbleStone documentation and there is no work around.	In accordance to product warranty	Typical Resolution Times up to 10 business days commensurate with the level of incident	Typical Resolution Times up to 5 business days commensurate with the level of incident	1% off monthly hosting or annual support & maintenance fee
Moderate (Non-Critical) System feature not functioning as per CobbleStone documentation but there is a work around.	In accordance to product warranty	Typical Resolution Times up to 75 business days	Typical Resolution Times up to 60 business days	0.5% off monthly hosting or annual support & maintenance fee
Low / Minimal General usage question or notification of minor issue that does not prohibit Customer from utilizing Product in material way.	None	None	None	N/A

*SLA time should be documented by Customer and sent to CobbleStone in writing or SLA incident will not be validated. Business Days are defined as Monday to Friday 9:00 AM to 8:00 PM EST, excluding U.S. Federal Holidays. If Customer and CobbleStone agreed to SLA's that conflict with this document and are agreed to in writing and paid for by Customer, then the later of this SLA or the Customer/CobbleStone agreed to times take precedence. Down time is defined as a documented period of inaccessibility from two independent points of presence to the application web server with a non-response of fifteen contiguous minutes excluding schedule maintenance periods and priority downtime. SLA excludes items beyond the control of CobbleStone. Response times are commensurate with the user's connection speed, for example, an average response time of a 1 MB file with a customer connection speed of 1.544 Mbps would be 7 seconds; various internet connection speeds will impact response times. The application service is defined as an http or https response from the Company's server to their internet gateway IP address externally available to the internet. In the event there is a documented outage and the Service Levels have not been met and has been confirmed by CobbleStone, the maximum amount of credit to Customer shall not exceed the equivalence of one month of the service price per 12-month basis. All contract terms and conditions shall take precedent over this SLA. Service Levels shall apply to production instances of the system. SLA and installation service levels do not include system configuration or professional services configured for the specific Customer's use as requirements vary per Customer. CobbleStone monitors SLA for CobbleStone internal purposes only; Customer is recommended to monitor, and report SLA as required by Customer. Licensee will assign adequate resources to assist with support activities. Critical resolution time supported for SaaS only.

Contact your CobbleStone Sales Representative for SLA package pricing.

**Elite Care available for Emerald and Diamond support packages for assigned dedicated resource for post upgrade support or incident support at \$3,200 per day per resource (daily; one-day minimum).

***Enhanced Recovery Time Objective (RTO) available for Diamond support based on contracted services.