



# Zoomin Support Policy

Last Update: September 2019

## SaaS Support Policy Applicability

This SaaS Support Policy applies to the Customer's use of Zoomin Software Ltd.'s SaaS products. This Support Policy as well as services granted, and support are subject to the terms and conditions of the Master Service Agreement and to the applicable SOW(s). Zoomin reserves the right to amend and update this Support Policy from time to time, upon fourteen (14) days prior notice (email shall be sufficient), provided that such amendment shall not result in a material reduction in the level of SaaS support provided during the period for which subscription fees have been paid.

## SaaS Support Policy

### Response times

Zoomin is committed to respond rapidly and effectively to all support requests submitted by customers that have a valid subscription to support services. All support requests can be logged and tracked on a 24 x 7 basis in the Zoomin online support portal by the Customer's authorized technical contact.

Zoomin does not guarantee resolution times, and a resolution may consist of a fix, workaround or other solution Zoomin deems reasonable, subject to cooperation, to identify and resolve the issue. Zoomin will make reasonable efforts to meet the target response times stated in the table below.

Zoomin will provide continuous efforts to resolve SaaS Severity 1 service availability issues until a workaround or resolution can be provided or until the incident can be downgraded to a lower severity.



## SaaS Support Target Response Times:

Process	Critical (SaaS Severity 1)	Major (SaaS Severity 2)	Minor (SaaS Severity 3)
Online support ticket submission	24 x 7  <b>Note:</b> Please also backup with email to <a href="mailto:support@zoominsoftware.com">support@zoominsoftware.com</a> if you believe your issue falls under SaaS Severity 1 category as defined below.	24 x 7	24 x 7
Initial response from the time a support ticket is opened	Up to 2 hours	Up to 1 working day	Up to 4 working days
Hours of operation for support	24 x 7 x 365	<b>Sunday through Thursday:</b> 7:00AM - 7:00PM EST <b>Friday:</b> 7:00AM - 1:00PM EST	<b>Sunday through Thursday:</b> 8:00AM - 5:00PM EST



## Severity Definitions:

Process	Description
Critical (SaaS Severity 1)	<p>Critical issue that severely impacts the use of the Services. The situation halts the Customer's business operations and no procedural workaround exists.</p> <ul style="list-style-type: none"><li>• Service is down or unavailable.</li><li>• Data corrupted or lost and must be restored from backup.</li></ul>
Major (SaaS Severity 2)	<p>Major functionality of the Services is impacted or significant performance degradation is experienced. The situation is causing a high impact to parts of the Customer's business operations and no reasonable workaround exists.</p> <ul style="list-style-type: none"><li>• Service is operational but highly degraded performance to the point of major impact on usage.</li><li>• Important features of the Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.</li></ul>
Minor (SaaS Severity 3)	<p>Partial, non-critical loss of use of the Services with a medium-to-low impact on the Customer's business, but the Customer's business continues to function. Short-term workaround is available, but not scalable.</p>