Outreach

SUPPORT AND SERVICE LEVEL AGREEMENT

During the Term of the Agreement, Support will be accessible in accordance with this Support and Service Level Agreement (this "**SSLA**") in connection with the Services provided under the applicable subscription agreement (the "**Agreement**") entered into between You and Outreach. Outreach may update this SSLA from time to time; however any update by Outreach to this SSLA will not materially degrade the features of the Support package purchased at the time of such update. Capitalized terms not defined in this SSLA will have the meanings given to them in the Agreement.

1.   Support. Support, at the package as selected by Customer and as shown in the applicable Order, is available during the Term of the applicable Agreement, as indicated below.

All Support packages (Basic[1], Plus, or Enterprise) include the following available at https://support.outreach.io:

- Online Portal (the "**Portal**") for submitting Support ticket requests via completing the online form
- Self-Serve Resources including blog, articles, and resource library
- Admin Community Access known as The Peak
- Outreach University Online Courses
- Webinars

Customers who purchase Plus or Enterprise packages only are additionally eligible for the following:		
Features	**Plus**	**Enterprise**
Live Support Methods	Chat	Chat and Phone
Live Support Hours	Monday through Friday, 05:00 – 17:00 in your local time zone excluding holidays[2]	Monday through Friday, 24 hours a day in your local time zone excluding holidays
Access to Advanced Technical Support "Tier II and Higher"	Yes	Yes
In-House US and UK Support Team	Yes	Yes

2. Customer Responsibility. Customer is responsible for ensuring that its hardware and software used to access the Services meet the minimum requirements specified by Outreach. Minimum requirements include use of the Chrome browser (most recent version running on Windows or Mac OS X), a high-speed internet connection, and integration with a compatible email service (Gmail, O365 or Exchange). Customizations, installation, or professional services are not included in this SSLA. Outreach Support must be able to reproduce an error in order to resolve it. Customers agree to cooperate and work closely with Outreach Support to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and as appropriate.

3.   Software Updates and Upgrades. Customer will be provided with and agrees to accept, and install if required for provision of the Services, all updates, upgrades, enhancements, and/or new releases to the Outreach Services and Software that are generally provided to Outreach customers.

4. Support Response Guidelines. When submitting a support request Customer must (i) provide Outreach with all information necessary for Outreach to address the request, and (ii) respond promptly with any information reasonably requested by Outreach to clarify the support request. On receipt of the support request, Outreach will respond to the request as detailed in Section 1 of this SSLA, and determine the appropriate priority level based on the classifications specified below, and input from Customer. The terms used in the table below are defined as follows: "**Action Plan**" means a workaround or action plan for addressing the problem; and "**Issue**" means a failure of the Outreach Services to operate in accordance with its then-current technical or user documentation or specifications located at: https://support.outreach.io ("**Documentation**").

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[1] *Note: If no Support is specified on the applicable subscription Order, Customer will receive Basic Support.*

[2] *The term holidays as used in this SSLA, shall mean Outreach's local holidays applicable to the Customer's region.*

Issue Type	Action Plan	Criteria
Priority 1 – Critical Business Impact	Work will start immediately following Outreach's first response and validation of Issue. Status will be communicated with periodic updates until a resolution is in place.	Issue has one or both of the following characteristics: ● The Outreach Services are not functioning in accordance with the Documentation and are causing mission-critical business operations to be non-operational and no workaround is available. ● Your Data is corrupted due to an Issue in the Outreach Services ● Note: Outreach's obligations to meet the steps for a Priority 1 Issue are dependent and contingent upon a Customer contact being available to provide information required for problem diagnosis and to test/confirm any resolution.
Priority 2 – Significant Business Impact	Work will start within the next business day following Outreach's first response and validation of Issue. Status will be communicated with periodic updates until a resolution is in place.	Issue has one or both of the following characteristics: ● Severely degraded performance due to an Issue in the Outreach Services. ● Critical functionality is unavailable, yet the Outreach Services can continue to operate in a restricted fashion and there is no workaround available to the Customer. For purposes of clarification, if Authorized Users are temporarily unable to sign into the Outreach Services, but the Outreach Services otherwise continue to operate in accordance with the Documentation, the Issue is Priority 2.
Priority 3 – Moderate Business Impact	The Issue will be researched and resolution will be communicated to Customer.	Issue has one or more of the following characteristics: ● The Outreach Services are not functioning in accordance with the Documentation, but most business operations continue. ● Impacts a limited number of Authorized Users.
Priority 4 - Minimal Impact	The Issue will be researched and Priority 4 Issues that are agreed to be fixed will be resolved during a subsequent product release or update. It may be determined, with consultation and input from Customer, that minor Priority 4 items that require a code fix will not be corrected.	Reported shortcoming in Outreach Services or Software that has no significant impact to usage and/or availability. Issues include, but are not necessarily limited to, the following examples: ● Minor spelling errors ● Minor usability issues ● Usage and design issues

5. Availability Commitment. Outreach commits to the Outreach Services being Available (as defined below) 99.9%of each calendar month, not including planned outages for maintenance purposes, for which advance notice will be provided to the Customer[3] (the "**Availability Commitment**").

"**Available**" means the Authorized User is able to log into the Outreach Services platform application (following Activation, defined below) 24 hours per day x 7 days a week, measured on a calendar month, less actual downtime for (a) up to four (4) hours of scheduled maintenanceper calendar month, performed during the regular planned maintenance window as Outreach may reasonably designate from time to time, provided that such window(s) are not scheduled Monday through Friday from 5am to5pm PT; (b) acts or omissions of Customer, its Authorized Users, or anyone gaining access through its AuthorizedUsers' usernames and passwords; (c) Customer's use of hardware and network services, which components are controlled by Customer and whose performance or failure to perform can impair Customer's connections to the Internet and the transmission of data; and (d) Events Beyond Outreach's Immediate Control (defined below).

"**Activation**" means the date Customer is provided access to the Outreach Services by Outreach.

"**Events Beyond Outreach's Immediate Control**" include (i) the flow of data to or from Outreach's network and other portions of the Internet which depends on the performance of Internet and telephone services not provided or controlled by Outreach; (ii) a service interruption caused by a security threat until the security threat has been eliminated; (iii) a Force Majeure Event (as defined in the Terms) and (iv) emergency maintenance, of which Outreach will notify Customer of as soon as is practicable but will first endeavor to remedy the emergency. Urgent maintenancethat is

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[3] *Advanced notice may be made available to Customer in-application at the "Status Page" (linked to from the Outreach Help Menu) or as otherwise provided by Outreach from time to time; and Customer may also subscribe to receive such notices at https://status.outreach.io.*

necessitated due to Outreach's breach of its warranty under 7.1 (ii) shall not be considered emergency maintenance for purposes of this Section 5.

Availability Escalations (applicable for Customers purchasing Plus or Enterprise packages only):
If the Outreach Services fail to meet the Availability Commitment, Customer will escalate through the Portal. If the Outreach Services fail to meet the Availability Commitment for two (2) consecutive calendar months, and Customerwas negatively impacted (i.e., attempted to log into or access the Service and failed due to the unscheduled downtime of the Service), Outreach shall provide, a service credit equal to one month's Service Fees, to be applied to the nextinvoice. Customers who are past due or in default with respect to any payment or any material contractual obligation to Outreach are not eligible for any credit under this SSLA. If Outreach fails to meet the Availability Commitment forthree (3) consecutive calendar months, then within thirty (30) days following the conclusion of the third consecutivecalendar month, Customer may terminate the applicable Order(s) by giving Outreach thirty (30) days prior writtennotice of termination, without liability for any cancellation fees, penalties or other damages associated with termination, and Customer shall be entitled to a refund of unearned, prepaid fees, if any, pro-rated from the effective date of such termination through the end of the applicable prepaid period. Notwithstanding any other term or provisionin the Agreement, the remedies stated in this Section 5 are Customer's sole and exclusive remedies for Outreach'sfailure to meet the Availability Commitment specified herein.

Technical Account Manager ("TAM")
(Subject to approval by Outreach, a Customer with an Enterprise package may be eligible for a TAM based on certain Support subscription criteria. Your Outreach account manager can review such eligibility with you.)

TAM Definition: a designated Technical Support resource focused on overall Support-related issues and technical health related to all of its assigned accounts[4].

Services provided by the TAM may include but are not limited to[5]:

•   Open case monitoring to actively monitor Support cases and take necessary actions to ensure resolution within Enterprise Support service level targets as well as ensure any escalated scenarios are given a level of attention as dictated by then-current Outreach Support processes.

•   Personalized Support case review providing details about the Customer's instance and key Support metrics on a periodic basis provided to and reviewed with the appropriate Customer representatives at mutually agreed-upon intervals.

•   Ongoing technical health reviews to include (but not limited to): sync analysis, Voice analysis, or technical account audits performed at regularly scheduled intervals.

NOTE: a TAM is not the sole provider of Outreach Support Services. Support ticket requests should still be submitted to Outreach via the Portal for routing based on the then-current Outreach Support processes.

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[4] *Number of designated accounts per TAM subject to the discretion of Outreach.*
[5] *Services provided subject to change based on the needs of Your Account*