MAXIMIZER CRM ON-PREMISES SUPPORT POLICY

Customer is in full control of its on-premises deployments and must follow this policy.

Customer is in control of installing updates in its on-premises environments.

Maximizer CRM will support the Maximizer CRM (on-premises) software, but only if the customer keeps the deployed software current (within one year of current release). This is known as Supported Software.

*** Please note: By keeping current you are also getting the latest features and fixes ***

If you are unable to keep your on-premises deployment current, Maximizer CRM reserves the right to end all technical assistance regarding bug fixes and/or defects, along with trouble shooting issues related to out of date on-premises deployments.

MODIFYING MAXIMIZER CRM ON-PREMISES SUPPORT POLICY

"Modified Code" means any modification, addition and/or development of code scripts deviating from the predefined product code tree(s)/modules. Maximizer CRM is not responsible for any modifications made within the deployment and may, at its discretion, offer support on a "***best effort***" basis. This is a for fee service. Fees will be based on Maximizer CRM's current professional services hourly rate.

CUSTOMER RESPONSIBILITIES.

Maximizer CRM's obligation to provide Support is subject to the following:

a) Customer agrees to receive communications from Maximizer CRM via email, telephone, and other formats, regarding Services (such as communications concerning support coverage, errors or other technical issues, availability of new releases of the Software, and training options).
b) Customer's technical contact must cooperate with Maximizer CRM to enable troubleshooting.
c) Customer is solely responsible for use of the Software by its personnel and is responsible for training its personnel in the use of the Software.
d) Customer must promptly report to Maximizer CRM all problems with the Software and must implement all corrective procedures provided by Maximizer CRM reasonably promptly after receipt of the corrective procedures.
e) Before contacting Maximizer CRM for Technical Support, Customer must back up and protect the data and information stored on the systems on which the Software is operating and must confirm that the data and information is protected and backed up in accordance with any applicable Customer or regulatory requirements. Maximizer CRM is not responsible for lost data or information in the event of errors or other malfunction of the Software or the systems on which the Software is operating.

BEST EFFORT

If your on-premises environment does not meet the <u>Supported Software</u> standards, Customer Success' ability to assist will be limited.

What does Best Effort mean?

- Functionality questions will continue to be addressed.
- Known defects will be identified, but new defects will not be addressed.
- Maximizer CRM will provide a pre-upgrade consultation and will be available for on-call support to migrate Customer to the current software version.

If Customer Success has exhausted their resources in resolving a problem, Maximizer CRM recommends:

- Customer upgrade to the latest version;
- Customer make configuration changes to your environment to meet the minimum standards, or you use software denoted as fully supported.

Further:

- Maximizer CRM will not escalate issues to our Engineering team for further troubleshooting;
- Maximizer CRM will not assist with advanced reporting, nor Insights.

NO SUPPORT

Cases for which Maximizer CRM would deny support include, but are not limited to:

- Customer's Maximizer CRM subscription has expired.
- The issue has been identified as outside Maximizer CRM's scope of support.
- The user requesting support is not an approved support contact, and the resolution is not a quick answer.