

Level Access Support Policy



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Introduction

Purpose

The purpose of this LEVEL ACCESS SUPPORT POLICY (the “Policy”) document is to communicate Level Access’s software support policies. The Policy includes Level Access’s support terms and a description of Level Access’s software technical support levels. The Policy is subject to change at Level Access’s sole discretion.

Eligibility for Level Access Support Services

As a customer, you may receive Level Access Support Services when:

- Your Level Access products are properly licensed with a current and valid contract with Level Access, and
- Members of your organization are registered with Level Access Help Center. The Help Center is where customers submit Support cases to Level Access.

Level Access Support

Working with Level Access Support

Level Access Support is looking forward to working with you. Unless otherwise contracted, the standard operating hours for Level Access Product Support are:

Monday – Friday, 8:00 AM – 5:00 PM EST

Level Access Support consists of remote assistance with issues via the Level Access Help Center and email: support@levelaccess.com.

Level Access Help Center

<https://support.levelaccess.com>

Get the most out of your Level Access experience by leveraging your Level Access Help Center. Available 24 hours a day, 7 days a week. You can use the Help Center to:

- Interact with the Level Access Support team by submitting cases (preferred method of interacting with support).
- Find important product documentation and the latest release notes for your product.

Registering with the Level Access Help Center is a great way to stay informed on all the newest product features and how they can help your organization.

Registration

To register with the Level Access Help Center, head to <https://support.levelaccess.com> and select “Sign In.” Next to “New to Level Access?” – click Sign Up. Follow the automated Zendesk registration email to complete registration.

Coverage

Level Access Support is provided for problems in current, supported Level Access Releases.

Level Access shall only be obligated to provide support for the software as delivered by Level Access. Level Access provides support in English.

Logging a Support Request

Before contacting Level Access Support, please follow the process provided below:

- Ensure you have registered your user with Level Access Help Center.
- Ensure you are using the software with supported system configurations.
- Review product documentation found in the Level Access Help Center knowledge base.

When submitting a support request, in the Subject line, provide a relevant summary that describes the issue. 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. What should be occurring on the screen, or what results do you expect when performing the steps to reproduce?

Actual Behavior: The behavior or issue as it is 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 Level Access, 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 depended upon twice daily by 500 users? How urgent to the business is the issue?

Uptime, SLA, and Responsibilities

Uptime & Availability for SaaS Products

Level Access will target SaaS Services 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 Level Access will provide five (5) days advanced notice where possible; (ii) force majeure events, emergency maintenance necessitated by the actions of third parties, or circumstances beyond Level Access’s reasonable control; (iii) errors resulting from Client’s improper use of the SaaS Services, or (iv) Client Data (as defined in your agreement with Level Access), Client’s network operations or systems, or other similar factors of Client, *shall not* be included in the Availability calculation.

Service Credits

Level Access will, at Client’s sole and exclusive remedy for Level Access’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 Level Access 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 Level Access does not control the transfer of data over telecommunications facilities, including the Internet and that Level Access 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 Level Access Support within sixty (60) days of the last day of the month in which Level Access 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 Level Access 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.

Severity Definitions

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

Severity	Definition	First Response Time
1	Critical issue which results in a complete system outage or major application failure preventing critical business processes which have immediate impact to data integrity. There is no workaround available.	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.	8 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
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

Definitions

- **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.
- **Severity** is assigned solely by Level Access and is the assessed possible risk or effect of an Incident on Client's business operations. Severity shall be classified by Level Access in accordance with Level Access's standard Severity level classifications.
- **Priority** is defined by the Customer and dictates to support the order in which tickets of the same Severity should be addressed.
- **High Severity (Severity 1 or 2)** is Level Access's definition for any case validated by Level Access Support as qualifying Severity 1 or 2 criteria. Confirmed High Severity issues will be addressed 24/7 including after business hours until full resolution. Issues that are not High Severity will be downgraded to an appropriate severity and addressed during standard business hours.
- **Case Closure:** requests are closed by mutual agreement of achieved resolution, or after no reply has been received from Customer for 5 business days.
- **SaaS, Cloud, or Hosted Products** is Software owned, delivered and managed remotely by Level Access for use by a customer on a subscription or licensed basis.
- **SaaS Services** is the hosted software provided to Client by Level Access 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.
- **Supported Level Access Release (On Premise only):** A Supported Level Access release consists of the current Level Access Generally Available (GA) software product and includes up to two (2) major releases from GA.
- **Software Updates** are subsequent releases to the software purchased that Level Access 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 Level Access licenses separately. Updates are free with current maintenance contracts, provided when available, and Level Access is under no obligation to develop any future software or functionality.

- **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.
- **Product Feedback (Enhancement) Requests** are requests by Clients to add product functionality or enhance product performance beyond current product specifications. All such requests are subject to Level Access's review, and Level Access may choose not to provide a solution at its sole discretion.
- **Workaround:** a method indicated by Level Access to avoid or by-pass the consequences of an issue with the software, 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, Level Access's ability to provide you with full and complete support under these policies will be significantly impaired. In this situation, Level Access will provide best-effort services and support described in this policy.

General Responsibilities

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

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

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

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 3rd 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 Level Access in the applicable documentation.
- Modification, alteration, addition, or attempted change of the software or its integrations, undertaken by persons other than Level Access or Level Access's authorized representatives.
- Hardware or software not provided by Level Access including but not limited to: database 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 occurring on Level Access software that does not fall under a Supported Level Access Release are subject to best effort support when a Supported Level Access Release provides resolution (unless otherwise contracted). Level Access is under no obligation to provide extended support or further development commitments for incidents where a Supported Level Access Release provides resolution. Should client require additional support for unsupported Level Access releases, support may refer the client, where a fee may occur.

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

- Personnel training services
- Completing tasks for users, including but not limited to data entry, system setup, record maintenance, report execution, hardware or non-Licensed Software updates
- Business process, data interpretation, and/or consultation services
- On-site troubleshooting
- Data migration, conversion, transfer, scripting or any other manipulation tasks
- Implementation services and/or installation services including installation and upgrades, unless otherwise contracted
- 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 Level Access services works. Such customization upgrades may be subject to additional fees as specified in completed Level Access orders.

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

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