

Staffbase Support and Customer Success Policy

1 DEFINITIONS AND INTRODUCTION

- 1.1 This Support and Customer Success Policy (the “**Policy**”) details the technical support services and customer success services that Staffbase provides to Customers. Any capitalized term used but not defined in this Policy will have the meaning given to it in the Agreement.
- 1.2 In this Policy the following terms have the following meanings:
 - Admin Users** means administrative users of Customer.
 - Available Working Hours** has the meaning given in Section 3 of this Policy.

2 SUPPORT

- 2.1 Staffbase shall provide Admin Users with technical support for the Services as follows based on the support plan purchased by Customer (“**Support**”):

	Standard Support	Premier Success Package (PSP)	Premier Success Package Plus (PSP+)
Customer Success Services Customer is assigned one region for Support based on the hosting location of the Services (EMEA or Americas).	✓	✓	✓
Email Support Tickets may be raised via email to support@staffbase.com or via the web at https://support.staffbase.com/ . Tickets may be submitted in German or English depending on the assigned region for support.	✓	✓	✓
Dedicated Premier Success ticket queue Tickets may be raised via phone, depending on location of the Service: Numbers with local availability (German): +49 800 371 0001 / Numbers with local availability (English): EMEA English +49 800 371 0002, Canada +1 (844) 406-0643, USA +1 (844) 989-0323		✓	✓
Expedited First Response Times (as set out in the table in Section 5)		✓	✓
Prioritized Ticket Queue		✓	✓
Extended Support Hours Extended support hours as described in Section 3.		✓	✓
Affiliate Support Provided Support will be delivered by all Staffbase Affiliates in English to ensure 24x5 availability. <i>Note: Staffbase can only offer 24x5 support with the support of our Staffbase Affiliates located globally. Tickets should be submitted in English. We may not be able to provide 24x5 when a customer has specifically</i>			✓

<i>requested support from a specific region. For these customers the "Standard Support" will apply.</i>			
Expedited First Response Times As set out in the table in Section 5.			✓
Editor Support Gives the following users, as further described in the Documentation, the ability to raise support requests: managing editors, system-wide editors, and space administrators (together " Editor User Roles "). Tickets submitted by Editor User Roles are expected to be Severity Levels 3 or 4. Severity Levels 1 and 2 tickets must be submitted by Admin Users.			✓
Prioritized access to a Technical Support Engineer			✓
24x7 Customer care support 24x7 customer support availability for Severity 1 Incidents, for up to five Admin Users are eligible in creating tickets out of business hours (24x7) with Severity 1 which will be handled by Staffbase on a on-call basis.			✓
Access to Dashboard Access to a dashboard with relevant support metrics (response times, ticket status, open & closed tickets)			✓

3 AVAILABLE WORKING HOURS

Staffbase shall provide Support during the following times based on the support plan purchased by Customer:

Hosted Region	Available Working Hours	
	Standard Support	Premier Success & Premier Success Plus
EMEA (Germany)	Monday - Friday, 09:00 to 18:00 CET/CEST, excluding holidays in Saxony and Rhineland-Palatinate, Germany.	Monday - Friday, 00:00 to 23:59 CET/CEST, excluding US Federal holidays and holidays in Saxony and Rhineland-Palatinate, Germany.
Americas (USA & Canada)	Monday - Friday, 09:00 to 20:00 EST/EDT, excluding US Federal holidays.	Monday - Friday, 00:00 to 23:59 EST/EDT, excluding US Federal holidays and holidays in Saxony and Rhineland-Palatinate, Germany.

4 INCIDENT SUBMISSION

- 4.1 Customer may report any failure of the Services to operate in accordance with its Documentation ("**Incidents**") through the methods specified in Section 2 of this Policy.
- 4.2 Staffbase shall use reasonable efforts, commensurate with the severity of the Incident, to correct the Incident.

- 4.3 Customer shall provide information and cooperation about an Incident to Staffbase as reasonably required for Staffbase to provide Support including:
- (a) Customer’s assessment of the severity of the Incident based on definitions in Section 5 of this Policy;
 - (b) details of the aspects of the Services that are unavailable or not functioning correctly;
 - (c) the start time of the Incident and the Incident’s impact on users;
 - (d) list of steps to reproduce the Incident;
 - (e) relevant log files or data (if available);and
 - (f) wording of any error message (if available).

5 INCIDENT RESPONSE.

- 5.1 Customer shall assign an initial severity level to each Incident they report to Staffbase. Staffbase shall review the Incident report and assign a final severity level to the Incident based on the definitions set out below (the “**Severity Level**”). Staffbase shall respond to Incidents based on the Severity Level.
- 5.2 If Customer has purchased the Premier Success Plus plan, Customer will be supported from EMEA and the Americas regions to expedite handling of the Incident depending on location of the Admin User and the Severity Level of the Incident.

Severity Level	Description	First Response Time*		
		Standard Support	Premier Success	Premier Success Plus
1 - Critical	Services are unusable or unresponsive. Services is unusable or unresponsive, and Customer is persistently unable to continue essential operations and no temporary workaround exists.	2 hours	2 hours	1 hour
2 - Urgent	Key features of the Services are unusable. The Services are persistently not operating in accordance with the Documentation. Performance of key features is degraded for the majority of Customer’s users. No reasonable workaround is available.	4 hours	4 hours	2 hours
3 - High	Normal usage of the Services is affected The Services are not operating in accordance with the Documentation. Performance of non-business critical features are degraded for most of Customer’s users.	8 hours	6 hours	4 hours
4- Minor	Low-impact issue / request for information. Enquiry regarding a non-critical technical issue or request for information on Staffbase’s capabilities; a minor bug; or any issue with a reasonable workaround available.	16 hours	12 hours	8 hours

**First response time refers to the timeframe in which Customer submits an Incident request and the Staffbase team responds with a solution or with clarification questions. All First Response Times are calculated during Available Working Hours.*

6 EXCLUSIONS

- 6.1 This Policy does not apply to any software, equipment, or solutions not purchased from Staffbase. This Policy does not apply if Customer is in material breach of this Agreement or payment is overdue for any invoice not disputed in good faith.
- 6.2 Staffbase shall not provide Support for Incidents arising from:

- (a) Customer's equipment, software, network connections, or other systems;
- (b) use of the Services in a manner not consistent with the Documentation or in breach of the Agreement;
- (c) modifications to the Services by any party other than Staffbase or as authorized by Staffbase;
- (d) Third Party Services or the acts or omissions of third parties;
- (e) general Internet problems, Force Majeure Events, or other factors outside of Staffbase's reasonable control;
- (f) Third-Party Services; or
- (g) Betas and Trials.

7 CUSTOMER SUCCESS

Staffbase shall provide the following customer success services ("**Customer Success Services**") to Customer's Admin Users based on the Support package purchased by Customer:

Customer Enablement and related Services	Customer Enablement & Services Plan		
	Standard Support	Premier Success	Premier Success Plus
Customer Success & Enablement			
Customer Success Manager & Enablement	Access to tailored e-Learning materials via https://campus.staffbase.com Digital Customer Success Services*	Access to tailored e-Learning materials via https://campus.staffbase.com Customer Success Services	Access to tailored e-Learning materials via https://campus.staffbase.com Designated Customer Success Manager
Product Specific Accelerator Services			
<i>Product</i>	<i>Accelerator Services (provided services depend on the purchased Staffbase product)</i>		
Employee App, Front Door Intranet, Employee Email, Communications Control	-	8 hours technical services 8 hours design services 8 hours advisory, per year Separate test app for mobile devices for Employee App & Front Door Intranet	Each Subscription Term year: 16 hours Technical Services 16 hours Design Services 16 hours Advisory Services each as described in Section 7.2 below. Separate test app for mobile devices for Employee App & Front Door Intranet, as well as free additional updates for the regular app as necessary

* Digital Customer Success Services delivered by Staffbase Customer Success Team include ongoing monitoring of Staffbase platform adoption, providing best practices and recommendations to increase delivered business outcomes.

7.1 Advisory Services, Design Services and Technical Services may include the following as agreed with Customer:

Advisory Services: Workshop on information architecture & navigation re-structure, platform review, use case collection, enhancement & clustering workshops, expert sessions (on various key topics), extended analytics session, expert design session, regular review of project scope & objectives.

Designed Services: Design support (icons, layouts, template, branding), additional email templates, customizations and custom animations, UI/UX review of existing design and content, extended and multi-branding support, terminal user setup.

Technical Services: Implementation of custom widgets, development support for custom scripts, technical consultations.

- 7.2 Customer Success Services may be delivered remotely (via a group or one-to-one setting) via the web, over the phone, or via web session, or in person at the nearest Staffbase office. Onsite sessions at Customer's location may be arranged for an additional fee as agreed in advance between Staffbase and Customer.
- 7.3 Customer Success Services are "per year". Customer Success Services entitlements must be used within each relevant 12 months of the Subscription Term and expire at the end of the relevant 12-month period. If the Subscription Term is not an even multiple of 12 months, the "per year" amount in the tabled above will be pro-rated up or down to the nearest quarter.