

Staffbase Support Policy

Version July 1, 2025

1 DEFINITIONS AND INTRODUCTION

This Support Policy (the "**Policy**") details the technical support 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.

2 SUPPORT

- 2.1 Customer is assigned one region for Support based on the hosting location of the Services (EMEA, Americas, APJ).
- 2.2 Staffbase shall provide administrative Authorized Users of Customers ("**Admin Users**") with technical support for the Services as follows based on the support plan purchased by Customer ("**Support**"):

	Core Support	Advanced Support	Premium Support
Support by Staffbase Customer Care Team			
Support Business Hours <ul style="list-style-type: none"> EMEA: Monday - Friday, 09:00 to 18:00 CET (excluding holidays in Saxony, Germany) Americas: Monday - Friday, 09:00 to 20:00 EST (excluding US Federal holidays) APJ: Monday - Friday, 09:00 to 18:00 AET (excluding Australian Public Holidays) 	✓	✓	✓
Email Support Inquiries may be raised at any time via email to support@staffbase.com , a web form at https://support.staffbase.com/ , or the in-product support widget. Inquiries may be submitted in German or English, depending on the assigned region for support.	✓	✓	✓
Phone Support Inquiries may be raised via phone, depending on the hosting location of the Service: Numbers with local availability (German): <ul style="list-style-type: none"> EMEA: +49 800 371 0001 Numbers with local availability (English): <ul style="list-style-type: none"> EMEA: +49 800 371 0002 Canada: +1 (844) 406-0643 USA: +1 (844) 989-0323 Australia: +61 1800 959 906 		✓	✓
Expedited First Response Times As set out in the table in Section 5.		✓	✓
Dedicated Ticket Queue Depending on the topic and severity, inquiries skip the first-level queue and will be handled by our second-level support team.		✓	✓
24x5 Support Extended business hours from Monday to Friday.		✓	✓

24x7 On-Call Support 24x7 customer support availability for Severity 1 Incidents. Up to five Admin Users are eligible to create tickets outside of business hours (24x7) with Severity 1, which Staffbase will handle on an on-call basis.*			✓
Editor Support Gives the following Authorized Users, as further described in the Documentation, the ability to raise support inquiries: managing editors, system-wide editors, and space administrators (together "Editor User Roles").			✓
Access to Service Dashboard Access to a dashboard with customer-specific support service metrics (response & resolution times, overview of open & closed tickets).			✓
Self-Service Resources			
Help Center Detailed product articles and an overview of all inquiries raised by Customer accessible via https://support.staffbase.com .	✓	✓	✓
Campus On-demand product training courses for different user roles and a best-practice library accessible via https://campus.staffbase.com .	✓	✓	✓
Transparent Status Dashboard Proactive communication of the platform status and scheduled maintenance via https://status.staffbase.com/ including post-mortems for incidents.	✓	✓	✓
Mobile App Services			
Sandbox Mobile Apps An additional mobile app version of the test environment.		✓	✓
On-demand Mobile App Updates Mobile app updates can be requested outside of the quarterly release schedule if necessary, for example, due to app graphic changes.		✓	✓
Platform Customization Services			
Advanced Design & Integration Support Support by Staffbase technical architects & technical support engineers for smaller customization requests, utilizing CSS and Staffbase API. Fair use policy applies, targeting the following thresholds: <ul style="list-style-type: none"> Advanced Support: up to 5h/year Premium Support: up to 10h/year In case CustomerSupport needs are significantly higher, Customers can purchase Staffbase Technical & Customization packages. These can be purchased individually and will be delivered by the Staffbase team or by Staffbase partners.		✓	✓

* Staffbase can only offer 24x5 and 24x7 support with the support of our Staffbase Affiliates located globally. Outside of business hours, tickets should therefore be submitted in English. We may not be able to provide 24x5 and 24x7 when a customer has requested support from one region exclusively. For these customers, the "Core Support" business hours will apply.

3 INCIDENT SUBMISSION

- 3.1 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.

- 3.2 Staffbase shall use reasonable efforts, commensurate with the severity of the Incident, to resolve the Incident.
- 3.3 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 on which aspects of the Services are unavailable or not functioning correctly;
 - (c) the start time of the Incident;
 - (d) the Incident's impact on users;
 - (e) list of steps to reproduce the Incident;
 - (f) relevant log files or data (if available); and
 - (g) wording of any error message (if available).

4 INCIDENT RESPONSE

- 4.1 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.
- 4.2 If Customer has purchased the Premium Support plan, Customer will be supported from EMEA and the Americas regions to expedite the handling of the Incident depending on the location of the Admin User and the Severity Level of the Incident.

	Core Support	Advanced Support	Premium Support
	First Response Time*		
1 - Critical (Services are unusable or unresponsive) Services are 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 is degraded for most of Customer's users.	8 hours	6 hours	4 hours
4- Minor (Low-impact issue/request for information) Inquiry 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 beginning with Customer submitting an Incident report and the Staffbase team responding with a solution or with clarification questions. All First Response Times are calculated during Support Business Hours (see Section 2).*

5 EXCLUSIONS

- 5.1 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.

5.2 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) 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.