

1. Support Coverage

Support Coverage

Unit4 will support standard application and technical functions that are set out in the applicable Solution Description and/or Service Description for the Unit4 Product.

Additional Support

For all other application or technical functions (including any Customisations whether provided by Unit4 or not) and/or issues or errors caused by Customer's information systems and/or third party products or services, Unit4 may assist Customer and any third party suppliers in diagnosing and resolving issues or errors. However, Customer acknowledges that these matters are outside of Standard Support coverage. Unit4 reserves the right to charge at Unit4's Prevailing Rates, when providing assistance in relation to these matters.

2. Named Support Contacts and Customer Service Owner

Required Named Support Contacts

The Customer will appoint at least five (5) Named Support Contacts. The Named Support Contacts must be trained on the Unit4 Product for which they initiate Cases and will provide a first point of contact and will attempt to resolve issues identified by Customer's Users, qualifying all issues prior to raising them with Unit4 Customer Support to be logged as a Case. The Named Support Contacts are the primary point of contact with Unit4 Customer Support.

In addition, some Unit4 Products require at least two (2) Named Support Contacts for each major modular area, e.g. Financials, HR. By way of clarification, the same person may perform the role of Named Support Contact for more than one modular area, provided: (i) that they have completed the necessary training to perform the role on each modular area; and (ii) there is always at least two people trained as Named Support Contacts allocated to each modular area.

Additional Technical Contacts Required for SaaS

Further, in relation to the use of Unit4 SaaS, Customer will appoint at least two (2) of the Named Support Contacts to also be technical contacts. These technical contacts shall provide the first point of contact and will attempt to resolve technical issues (or queries) identified by the Customer's Users.

Customer shall also appoint Customer Service Owner to be the key point of contact in relation to any time sensitive technical / service issues. It is Customer's responsibility to provide up to date contact details for the Customer Service Owner. Unit4 shall not be liable for any failure of the Products that results from a Customer's failure to appoint and provide the details of a Customer Service Owner.

Training Requirements for Named Support Contacts

Where, in Unit4's reasonable opinion, a Named Support Contact requires additional training in order to satisfactorily perform their role in relation to the operation or support of the applicable Unit4 Product, a reasonable programme of additional education will be proposed by Unit4 to be undertaken at the expense of the Customer. The training courses may be online courses or face to face training provided by Unit4 staff at locations notified to the Customer by Unit4.

3. Self-Help Resources and "How to" Questions

Unit4 provides the Customer with access to on-line resources made available via the Unit4 Community, in each case in English. Customer shall register any "How to" or "How do I?" questions by raising them on the forums section of the Unit4 Community by starting a topic to discuss with peers (other Unit4 customers and Unit4 partners). This forums section will be moderated by Unit4 and (where appropriate) responded to.

4. Case Classification, Qualification, Response and Escalation

Logging Cases

Cases shall be logged in English (unless otherwise agreed). Customer's Named Support Contacts are able to submit Cases on a 24x7 basis via the Unit4 Community or email. The Case must be logged as either an Incident or a Service Request.

Cases will be classified and handled as follows:

4.1 Incidents

An Incident will get routed to the appropriate resolution groups and Unit4 Customer Support will manage progress of the Incident towards a Resolution (in the form Unit4 deems most appropriate). Incidents will be classified in accordance with the Priority Level Designation Table.

Fig. 1 (Priority Level Designation Table)

Priority Level Designation	Business Impact Assessment	Initial Response Time Objective
Priority 1 – Critical	The Customer's use of the Unit4 Product (in its production environment or the Cloud Production Environment) is stopped or so severely impacted that their entire organisation cannot reasonably continue to work. For example, Customer's organisation experiences complete loss of service or the loss of operation is critical to their business and the situation becomes an emergency.	1 Business Hour.
Priority 2 – Major	One or several important business processes are disabled by the issue, causing major disruption, but it is not a Priority 1 condition.	2 Business Hours
Priority 3 – Normal	Business processes are affected by the issue, causing minor disruptions, or loss of functionality but it is not a Priority 2 condition.	8 Business Hours
Priority 4 – Minor	Business processes are basically unaffected by the issue, but it may cause minor application usability issues.	2 Business Days

Unit4 Initial Response Time Objective

Unit4 shall use reasonable endeavours to respond within the Initial Response Time Objective.

24/7 Incident support (for SaaS Customers)

Where Customer has Unit4 SaaS, Unit4 will provide a 24/7 (24 hours a day, 7 days a week) Initial Response Time Objective of 1 hour for Priority 1 Incidents that relate to system availability or environments. For the avoidance of doubt, this excludes application support or issues relating to data or system processing steps.

In order to receive this 24/7 service, Customer must supply all necessary information required by Unit4 and provide appropriate 24/7 contact details.

Diagnosis of Incidents

Customer shall reasonably self-diagnose each Incident and recommend a Priority Level Designation based on the business impact assessment shown in the Priority Level Designation Table. Unit4 shall confirm Customer's Priority Level Designation, or notify Customer of a change in the Priority Level Designation to a higher or lower level with justification. If the Customer does not agree with Unit4's classification, each Party shall promptly escalate such conflict through the Support Escalation Process, during which time the Parties shall continue to handle the Incident in accordance with the Priority Level Designation given by Unit4.

Diagnosis and Resolution (Process and Responsibilities)

Unit4 will work during Business Hours to provide a Resolution or workaround.

Customer must be available during the investigation into any Incident. The Customer will need to be able to answer inquiries from Unit4 and to provide all relevant information. This may include providing detailed step-by-step problem description, screenshots as required to reproduce the Incident.

Where Customer's Unit4 Product is delivered on premises, the Customer may be asked to provide remote access for troubleshooting purposes. In the event of an Incident, Unit4 will use its basic remote connection (i.e. screen sharing). Any other form of remote access will be outside of Standard Support.

If the relevant information or access is not made available within the agreed timescale, it may impact Unit4's ability to diagnose the Incident and delay a Resolution. In this case, Unit4 reserves the right to re-schedule the diagnostic work, at its convenience, when suitable Customer resources become available. Customer is responsible for ensuring that it is permitted to share any relevant data or information with Unit4. The Customer will be able to review through the Unit4 Community: (i) whether the Initial Response Time Objective has been met and (ii) progress of logged Incidents.

Customers are obliged to test the solutions or workarounds provided by Unit4 and, if accepted by the Customer (acting reasonably), Customer will close the Incident.

Application Error Correction Obligations

Where it has been established that the cause of an Incident is an error in the application software code, the following procedures will be used to provide corrections:

- Priority 1 – a workaround or solution will be provided to the Customer as soon as reasonably possible. In the event that an appropriate workaround or solution is not possible, then a correction will be delivered via a Hot Fix, Update or Release (as applicable) as soon as reasonably possible.
- In the case of other errors, Unit4 will use reasonable endeavours to achieve the following:
 - Priority 2 – provide an accepted workaround or solution and provide a correction in next Update or as a Hot Fix if necessary to do so (in Unit4's sole discretion);
 - Priority 3 – provide an accepted workaround or post the defect on the 'Known Low Impact Defects' page on the Unit4 Community and make it available for Customer votes in accordance with the process on the Unit4 Community;
 - Priority 4 – provide an accepted workaround, or, where this is an enhancement request, the case will be closed and the customer directed to the Unit4 Ideation Page on the Unit4 Community in accordance with the process on the Unit4 Community.

In the event that a Hot Fix, Update or Release is made available which contains corrections to errors that cannot otherwise be rectified in the Customer's current Update or Release, then the Customer will no longer receive Unit4 Customer Support in relation to such errors. Further, Unit4 may require the deployment of such Hot Fix, Update or Release before continuing the Resolution process.

General Disclaimer

Unit4 has no obligation to correct defects or errors relating to:

- failure of the Customer to utilise the appropriate versions of other third party software required to run in conjunction with the Unit4 Product as stated by Unit4 from time to time; or
- installation of, or Customisation to, the Unit4 Product by any person other than Unit4; or
- user error or incorrect use of the Unit4 Product; or
- failure by Customer to apply any workaround or solution provided or suggested by Unit4; or
- any fault in any hardware or software manufactured by a third party used in conjunction with the Unit4 Product (that is not provided by Unit4); or
- (unless otherwise agreed) Customer's use of an unsupported Release; or
- defects or errors caused by the use of the Unit4 Product on or with equipment not recommended or approved in writing by Unit4.

4.2 Service Requests

Service Requests will have an initial response time of 2 Business Days after confirmation of receipt by Unit4 of the Service Request.

Customer will be able to choose Service Requests via the Unit4 Community using the Service Request Catalogue or submit a free-form Service Request and (in each case) Customer must provide Unit4 with all the required information to allow Unit4 to process the Service Request.

For the avoidance of doubt, Unit4 is not under any obligation to deliver Service Requests.

4.3 Cases Requiring Database Changes

Where there is a need for, or Customer has requested, a data manipulation (expressed as a SQL script) in the database then the following will apply. As all Customer Data is owned by the Customer, who is also responsible for its accuracy and integrity, Unit4 requires specific approval by the Customer to perform the necessary changes. Customer must provide consent prior to Unit4 taking any corrective action or applying any changes in the Customer's database. Unit4 will advise Customer of any steps that it needs to take, and Customer must comply with such advice. Customer acknowledges and agrees that Unit4 is not responsible or liable, directly or indirectly, for any damage or loss (whether to the Customer Data or otherwise) caused or alleged to be caused by or in connection with Unit4 providing or performing any agreed changes in relation to any Customer database change or data manipulation request.

5. Escalation and Complaint Management

If there are any disagreements or issues relating specifically to Unit4 Customer Support, the Customer Service Owner may escalate the disagreement or issue through the Support Escalation Process.

If Customer has a complaint in relation to Unit4 Customer Support, the Unit4 Account Representative Function will verify the complaint and manage the process with Unit4's internal service functions and in communication with any applicable Unit4 suppliers or sub-contractors and the Customer.

When a Customer escalates a Case via the process within the case tool and requests a formal resolution, the Support Escalation Process for Incidents and Service Requests will drive the escalation.

When a Customer makes a complaint in respect of the Services provided by Unit4, the Escalation Coordinator will own the complaint and drive the resolution. The Unit4 Account Representative Function will:

- verify the complaint;
- allocate it to the right business unit to resolve the complaint; and
- act as a single point of contact.

In relation to the escalation process Customer shall supply a clear description of the complaint or escalation and make all supporting materials available to the Support Escalation Process or the Unit4 Account Representative Function.

6. Supported Releases

Current and Previous Release (N and N-1)

Unit4 always recommends that Customers use the latest Release. Customer Support is provided for the current (N) and previous (N-1) Release of the Unit4 Product.

End of Life Support (N-2)

Where access to Unit4 Customer Support is (at Unit4's discretion) provided for a Release of the Unit4 Product not specified in the previous paragraph only access to on-line self-help resources (such as the Unit4 Community and the Unit4 customer communities) will be provided. Further, Unit4 reserves the right to cease and "end of life" the provision of such Unit4 Customer Support by providing the Customer with six (6) months' notice. In such an event, Unit4 will advise on an appropriate upgrade and/or migration plan or may offer the Customer access to Extended Legacy Tiered Support. Any resulting upgrade assessments or Project will be charged at Unit4's Prevailing Rates.

7. Availability of Improvements and Old Technology

Availability and Responsibility for Applying Improvements and Corrections

Unit4 will from time to time provide improvements and corrections to the Unit4 Product and these will be incorporated into a Hot Fix, Update or Release. The Customer will receive Hot Fixes, Updates and Releases free of charge assuming that all applicable fees have been paid to Unit4.

For on premises Customers, it is the Customer's responsibility to implement or apply new Hot Fixes or Updates as soon as reasonably practical. Where Unit4 specifies that an Update is "mandatory", then Unit4 will not be obliged to provide a Resolution until Customer has implemented or applied the mandatory Update. For Unit4 SaaS Customers, Unit4 will implement all Hot Fixes and Updates automatically.

In the event that the Customer requires any Professional Services to assist with implementation of a Hotfix, Update or Release, then Unit4 may charge for this time at its Prevailing Rates.

Old Technology

The Customer acknowledges that owing to changes and advances in technology, new Releases of the Unit4 Product may in the future not always be compatible with any of the On Premises Environments present at the date of first installation of the applicable Unit4 Product. Unit4 will endeavour to provide the Customer with as much advance notice as it reasonably can, should Unit4 be aware that new Releases of the Unit4 Product require changes to an On Premises Environment. It is the Customer's responsibility to upgrade the On Premises Environments, as advised by Unit4 with reasonable notice, in order to meet the requirements of new Releases. Unit4 reserves the right with not less than 12 months' notice to withdraw Unit4 Customer Support for new Releases of the Unit4 Product for certain database systems or operating systems used by the Customer which, in Unit4's reasonable opinion, are no longer in wide commercial use.

8. Significant Product Revisions

Unit4 reserves the right to charge a reasonable fee for any Significant Revision. In order for a revision to the Unit4 Product to be classified as a Significant Revision, Unit4 needs to be able to demonstrate that it is the result of substantial re-development. Purchasing a Significant Revision is optional with the previous revision remaining under Standard Support.

9. Customisations

Unless otherwise agreed with the Customer, Customisations are not supported by Unit4. The customer has sole responsibility for the Customisations and their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation or bespoke code written by Unit4). If any assistance is required with regard to Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customisation, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10. Premium Support Package & Managed Application Services

Where Customers have purchased Premium Support or Managed Application Services, deliverables for such Services will be set out in the applicable Service Description on www.unit4.com/terms.

11. Customer Success Management (CSM)

All Customers are eligible for Unit4 Customer Success Management and may receive additional support and guidance through some or all of these standard CSM activities:

CSM Activities
Welcome to Unit4
Onboarding
Implementation Tracking
Team Touchbase
Business Reviews
Success Planning

12. Extended Legacy Tiered Support

Where Unit4 agrees with a Customer to provide Extended Legacy Tiered Support (being Unit4 Customer Support for an unsupported Release (N ≤ -2) of the Unit4 Product), then the Customer shall be entitled to Support (but not Maintenance) in accordance with these Unit4 Support Terms in relation to Customer's current Release until their next Renewal Date (or another date agreed between the Parties) at which point the Extended Legacy Tiered Support will terminate unless the parties jointly agree to a renewal.

Definitions

Word phrase or	Meaning
Case	a request for Unit4 Customer Support that is either an Incident or a Service Request.
Customer Service Owner	one Named Support Contact nominated by the Customer, whose name and contact details (including an email address and telephone number) are provided by the Customer to Unit4 (and shall be updated by the Customer from time to time) that Unit4 will use as a key point of contact in the event of any time sensitive issues relating to the Product.
Escalation Coordinator	the escalation coordinator is responsible for reviewing and validating the case escalation requests. When a request is validated, the Escalation Coordinator will follow up with relevant team(s) or business units within Unit4 who will come back to the Customer with an action plan within a pre-determined timeframe. In case the escalation is declined, the Customer shall receive a clear justification why from the escalation coordinator.
Extended Legacy Tiered Support	the continued provision of Support, but not Maintenance via Unit4 Customer Support to unsupported Releases of Unit4 Products, provided only in accordance with the Unit4 Support Terms.
Hot Fix	an urgent and often time sensitive revision of Unit4 Product issued, which contains vital corrections to errors in the Unit4 Product to stabilize availability or maintain security objectives.
Incident	an issue with the Unit4 Products that interrupts the current mode of operation and/or business processes of the Customer.
Initial Response Time Objective	the objective or target set by Unit4 for responding to an Incident as set out in the Priority Level Designation Table.

Maintenance	in relation to a Product, the provision of proactive maintenance including bug-fixing, security patches and other corrective updates.
Named Support Contacts	those representative Users of the Customer named from time to time as support contacts for the Unit4 Products as defined in the Unit4 Support Terms.
On Premises Environment	an environment (as permitted under the Agreement) on which the Unit4 Product is installed by the Customer.
Premium Support	the provision of the Unit4 Support – Premium Package as described in the applicable Service Description.
Priority Level Designation	a priority level (between 1 and 4) designated to an Incident in accordance with the guidance provided in the Priority Level Designation Table.
Priority Level Designation Table	the table of the same name set out at figure 1 in the Unit4 Customer Support Terms.
Release	a new iteration of a Unit4 Product that is made available to the Customer and for the avoidance of doubt, a list of the current and previous Releases of the Unit4 Products are available here: www.unit4.com/terms .
Resolution	one or more of the following actions, as appropriate, in response to an Incident: <ul style="list-style-type: none"> (i) provision of the requested advice; (ii) explanation of how a particular element of functionality should be used; (iii) provision of an alternative method of system operation where an error has been identified and agreed; (iv) provision of a workaround or other solution; and (v) where no alternative method of system operation or workaround is possible, confirmation that an application error has been identified and logged for error correction with Unit4's R&D organisation.
Resolution Objective	(where applicable) the time targeted by Unit4 to provide a Resolution in relation to an Incident.
Service Request	a request by the Customer to change the parameters of Customer's existing Unit4 Product Configuration or a request for assistance that is not covered under Customer's Unit4 Customer Support package.
Service Request Catalogue	a standard list of Service Requests from which the Customer may choose.
Significant Revision	a significant revision to the Unit4 Product, such that it resembles a new software product or a greatly enhanced version of the product, which Unit4 may choose to name consistently with the previous one.
Standard Support	the delivery of the Unit4 Support – Standard Package in accordance with the provisions of these Unit4 Support Terms.
Support	in relation to a Product, the response to and Resolution of Cases on a reactive basis.
Support Escalation Process	the escalation process as updated from time to time by Unit4, which can be provided to the Customer on request, setting out the escalation pathway for disputes or disagreements about the provision of Unit4 Customer Support.
Update	a scheduled revision of Unit4 Product issued at greater frequency than a Release, which contain corrections to errors in the Unit4 Product and or contains small functional enhancements to the Unit4 Product.