

TransferHub

Support Policy / Service Limitations

Provider offers Support for the Cloud Service in accordance with the following terms (“Support Policy”). If referenced by the parties on their Cover Page, this Support Policy operates as an Attachment to an Agreement created using the Bonterms Cloud Terms. Capitalized terms not defined in this Support Policy have the meanings given in the Bonterms Cloud Terms.

1. **Support Hours.** Support is provided during Provider’s normal business hours of 8am to 6pm PST, Monday through Friday, except U.S. holidays.
2. **Incident Submission and Customer Cooperation.** Customers may report errors or abnormal behavior of the Cloud Service (“Incidents”) by contacting Provider at the applicable email or phone number specified below. Customer will provide information and cooperation to Provider as reasonably required for Provider to provide Support. This includes providing the following information to Provider regarding the Incident:
 - Aspects of the Cloud Service that are unavailable or not functioning correctly
 - Incident’s impact on users
 - Start time of Incident
 - List of steps to reproduce Incident
 - Relevant log files or data
 - Wording of any error message
 - Incident ID# (when specified by Provider)
3. **Exclusions.** Provider will have no obligation to provide Support to the extent an Incident arises from: (a) misuse or unauthorized modifications to the Cloud Service, (b) Third-Party Platforms or other third-party systems, (c) Trials and Betas or other free or evaluation use or (d) Professional Services deliverables.
4. **Incident Severity, Response and Resolution time.** Provider’s Support personnel will assign a severity level (“Severity Level”) to each Incident and seek to provide responses in accordance with the table below.

Severity Type	Severity type Descriptions	Support Features	
Severity 1 Critical	• SaaS services are not available OR Authorized users unable to perform any task on the UI.	Support Hours	Business Hours x 7
		Response Time	30 min
		Resolution Time	4 hours
Severity Type	Severity type Descriptions	Support Features	
Severity 2 High	• SaaS Services are available. • SaaS Instance (production) is functional but certain critical features or functions are failing. • A workaround is available	Support Hours	Business Hours x 7
		Response Time	4 Business Hours
		Resolution Time	2 Business Days
Severity Type	Severity type Descriptions	Support Features	
Severity 3	• SaaS Services are available.	Support Hours	Business Hours

Moderate	• SaaS Instance (production) is functional but certain minor features or functions are failing	Response Time	8 Business Hours
		Resolution Time	N/A – Estimate will be provided
Severity Type	Severity type Descriptions	Support Features	
Severity 4 Low	• SaaS Services are available. • SaaS Instance (production) is functional but certain critical features or functions are failing. • A workaround is available	Support Hours	Business Hours
		Response Time	8 Business Hours
		Resolution Time	N/A – Estimate will be provided

Service Availability SLA

- Service Availability SLA for TransferHub provides SaaS Services shall be 99.50%, applicable as standard for production SaaS instances.
- Service Availability calculation shall exclude Scheduled Downtime and non-production SaaS Instances.

Service Credits Calculation

SLA Key Terms Chart		
	Monthly Uptime Percentage	Service Credit
Target Availability:	99.5% or higher	None
Credit Tier 1	99.0% – 99.49%	5% of monthly fees
Credit Tier 2	97.0% – 98.99%	15% of monthly fees
Credit Tier 3	95.0% – 96.99%	20% of monthly fees
Credit Tier 4	< 95.00%	25% of monthly fees
Multiple Failures:	means Target Availability is not met for 2 consecutive months or any 3 months in a rolling 12-month period	

Official Support Contact Channels

Customer may contact TransferHub to report an error and request SaaS Support services by any of the following methods:

- Support team email: support@transferhub.io
- Support Phone: +1 831-285-2255

Definitions

Term	Definitions
Maintenance	The Cloud Service provider conducts routine maintenance as per its Maintenance Procedures or reasonably responds to emergency maintenance needs.
Maintenance Procedures	The Cloud Service provider's regular maintenance schedule, which is either posted publicly or provided to the customer upon request by the provider.

Monthly Uptime Percentage	The number of minutes the Cloud Service is accessible and not subject to an Outage during a calendar month divided by the total number of minutes in that calendar month
Outage	An unplanned disruption or interruption of the service, resulting in the service's unavailability or failure to meet the predefined service availability in the SLA. Outages do not encompass periods of service unavailability caused by factors such as unauthorized usage by the customer, general Internet-related issues, Force Majeure, issues with the customer's network connections or infrastructure, or scheduled maintenance.
Service Credit	A service credit issued by Provider based on the monthly fees due for the impacted Cloud Service in a given month.
Target Availability	Defined in the SLA Key Terms Chart.

Service Limitations

Product Size	Transfers	Total Data Size
X-Small	100	100GB
Small	300	300GB
Medium	500	500GB
Large	750	1000GB
Custom	TBD	TBD