

ACE COMPUTER SYSTEMS SUPPORT POLICY

Last updated: August 17, 2021

This document sets forth the ACE Computer Systems Support Policy (“Support Policy”) referenced in the ACE Computer Systems Service Agreement (the “Agreement”) entered into by and between ACE Computer Systems and Client. This Support Policy is governed by the Agreement and all provisions of the Agreement apply to this Support Policy. If there is any conflict between this Support Policy and the Agreement, the Agreement will prevail with respect to matters within its scope. Capitalized terms not otherwise defined herein have the meanings ascribed to them in the Agreement. For purposes of this Support Policy, the terms “We/we”, “Us/us”, and “Our/our” shall refer to ACE Computer Systems, and the terms “You/you” and “Your/your” shall refer to Client.

1. Service Levels.

- a. **Business Hours.** Our standard business hours are 08:00am-5:00pm Pacific Time Monday through Friday, excluding US holidays.
- b. **Support Representative.** Your support representative is available to respond to requests and log issues during Business Hours.
- c. **Language.** All services will be provided provide in English only.

2. Case Management and Help Ticket Lifecycle.

- a. **Issue Logging.** You may log support issues 24 hours a day, 7 days a week, 365 days a year, by sending an email to info@acecomputertechs.com.
- b. **Issue Response.** We will use commercially reasonable efforts to categorize and respond to each reported support issue according to the following table:

Severity Level	Definition	Response Time
1 – Critical	Software applications, hardware or related infrastructure suffers errors or outages that renders them effectively unusable.	4 hours (during business hours)
2 – Major	These cases represent problems with a single server, a single end user, client software problems, or other problem with limited impact on the Client.	24 hours (during business hours)
3 – Minor	Requests for information, billing issues, and documentation problems.	48 hours (during business hours)

3. Service Delivery.
 - a. Services will be delivered via the following methods:
 - i. Email.
 - ii. Phone.
 - iii. Remotely via Remote Desktop connection and Virtual Private Network where available.
 - b. For planned or emergency onsite assistance, Clients with a current Agreement will be charged a reduced Time and Materials rate with no charge for travel. Clients without a current Agreement will be charged standard Time and Materials rate and travel charges.
4. Policy Updates. ACE Computer Systems may update this Support Policy from time to time in its sole discretion by posting the updated Support Policy to ACE Computer Systems' website at: www.acecomputertechs.com/support-policy. Updates to this Support Policy posted during a Subscription Term will not affect the terms applicable to you during the remainder of such term. Upon renewal, the version of this Support Policy current as of renewal date will become effective with respect to the Services.

End ACE Computer Systems Support Policy