



SLOPE CUSTOMER SUPPORT POLICY

This Slope Customer Support Policy (this “**Support Policy**” or “**Policy**”) describes Slope’s customer support offering (“**Slope Support**”) in connection with Customer reported bugs, defects, or errors regarding the operation and use of the Service that result in the Service not performing the functions described in the applicable Documentation (“**Error(s)**”). Slope Support shall be provided in accordance with the written subscription agreement under which Slope provides its Service(s) as entered into by and between you (“**Customer**” or “**You**”) and Slope (the “**Agreement**”). This Policy may be updated by Slope from time to time upon reasonable notice (which may be provided through the Service or by posting an updated version of this Policy). Capitalized terms not defined in this Support Policy shall have the meaning given them in the Agreement.

1. **General Support Offering.** Slope shall provide English-speaking remote assistance to Customer and its Users for questions or issues arising from any Error, as further described in this Policy, including troubleshooting, diagnosis, and recommendations for potential workarounds during the applicable Subscription Term.
2. **Contacting Slope Support.** Customer and its Users may initiate a request for Slope Support by: (a) submitting a support request ticket within the application located at <https://app.slopesoftware.com> (or such successor URL as may be designated by Slope) using the access credentials assigned to that particular Customer or User or (b) submitting the support request to support@slopesoftware.com (a “**Support Request**”). You agree to take all steps necessary to ensure that all Users are reasonably trained in the use and functionality of the Service(s) and the Documentation and shall, prior to initiating a Support Request, use reasonable diligence to ensure a perceived Error is neither an issue with Customer equipment, software, or internet connectivity nor the result of improper usage of the Service(s) or Third Party Applications.
3. **Submission of Support Requests.** Each Support Request shall: (a) identify the Customer service account that experienced the Error, (b) include information sufficiently detailed to allow Slope Support to attempt to duplicate the Error, including, a general description of the Error, screen shots, and any relevant error messages, and (c) provide contact information for the User most familiar with the issue. You acknowledge that it may not be possible to provide Slope Support if such information and documentation is not provided to Slope. If Users submit Support Requests that Slope reasonably determines relate to enhancement or feature requests, Slope will provide Customer with notice of such determination and treat those tickets as closed once the request has been forwarded internally.
4. **Other Support and Training.** In addition to Slope Support, Slope may provide various support and training resources such as documentation, FAQs and user guides available on the support site located at <https://support.slopesoftware.com>.
5. **Error Response.** Upon receipt of a Support Request, Slope will attempt to determine the Error and shall use commercially reasonable efforts to resolve the Error during Slope’s regular business hours (M-F 8am – 5pm ET). If Customer or its User that submitted the Support Request is unresponsive or unreachable, Customer acknowledges that Slope will not be responsible for any delays in resolving the Error. If the Error cannot be replicated consistently, the Support Request will be closed as unable to replicate and there shall be no further obligation to implement a resolution of the Error.
6. **Policy Exclusions.** Slope will not be liable for and have no obligation to resolve any Error that arises from: (a) use of the Service by Customer, its Affiliates and/or their Users other than as authorized under the Agreement or Documentation; (b) Customer Data; (c) Customer or User equipment; (d) third party acts, or services and/or systems not provided by Slope, including Third Party Applications; (e) general internet problems, or other factors outside of Slope’s reasonable control; and/or (f) evaluation or proof-of-concept use of the Service(s).

The terms and conditions of this Support Policy are hereby incorporated into the Agreement. Notwithstanding anything to the contrary in the Agreement, in the event of any conflict between the Agreement and this Support Policy, the Agreement shall govern.

VERSION DATE: January 15, 2021