

CAMPUSLOGIC CUSTOMER SUPPORT GUIDE

This Customer Support Guide (“Support Guide”) is incorporated by reference in any executed Subscription Order Form between CampusLogic and Customer. CampusLogic will abide by this Support Guide in every material respect during the Term of Service of any applicable Subscription Order Form. Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Terms and Conditions.

1. GENERAL

Scope. Customer Support will consist of: (i) telephone and email support; (ii) correction of errors to keep the Online Services in conformance with the user Documentation included in the Online Services; and (iii) updated versions of the Online Services provided by CampusLogic Customer Support to its general customer base of subscribers at no additional charge. Support will not include: (i) set-up, training, installation, or configuration of hardware and/or software required for the Customer to access the Online Service; or (ii) consultation, error correction, or research with respect to User-created documents and information.

Modifications. CampusLogic reserves the right to change, modify, add, or remove portions of this Support Guide at any time. All Modifications will be posted on the CampusLogic website and Customers will be notified of such Modifications. Modifications will be deemed accepted and become effective 30 days after such notice unless Customer first gives CampusLogic written notice of rejection of the Modification. Customer’s continued use of the Online Service following the effective date of a Modification will confirm Customer’s consent thereto.

2. CUSTOMER SUPPORT

Communications with Customer Support may be via telephone or e-mail. Customer will have access to CampusLogic’s Customer Support personnel as follows:

Phone Support: 602-643-1380 (for all Online Services)

Live customer support via phone is available Monday - Friday, 9:00 am to 6:00 pm EST (excluding US holidays).

Email/Ticketing Support

Support issues submitted via email are automatically logged as tickets in the customer support portal. Designated users may monitor and update tickets directly through the support portal at any time. Support team response to emailed issues is available Monday – Friday 9:00 am to 8:00 pm EST. Automated escalation for Severity 1 issues during non-business hours to an on call support resource is available via the support portal. Support ticket email addresses are service specific as outlined below:

Email for StudentVerification.com: SVsupport@CampusLogic.com

Email for AutoReconciliation.com: ARsupport@CampusLogic.com

Email for AwardLetter.com: ALsupport@CampusLogic.com

3. SEVERITY LEVELS

Customer Support shall prioritize Customer Support requests according to the severity levels set forth

below. CampusLogic will use commercially reasonable efforts to respond according to the Response Specifications set forth below with respect to the Severity Level assigned to the problem:

Severity 1 – Critical: The Online Services suffer an error or issue in a production down situation which cannot be reasonably circumvented and which so substantially impairs the performance of the Online Services or any components of the Online Services, which are critical to the Customer's business, as to effectively render them unusable. CampusLogic will acknowledge any such reported error or issue within two (2) hours and CampusLogic will work twenty-four (24) hours a day, seven (7) days a week to identify the error and provide an applicable workaround or fix.

Severity 2 – Serious: The Online Services suffer an error or issue, which cannot be reasonably circumvented, and which substantially impairs the use of one or more portions or features of the Online Services required by Users but does not effectively render the Online Services unusable as a whole. CampusLogic will acknowledge any such reported error or issue within twelve (12) hours and, if Customer is using the Online Services in production, will work continually within normal business hours to identify the error and provide an applicable workaround or fix.

Severity 3 – Moderate: The Online Services suffer a low impact error or issue (not of Severity 1 or Severity 2) which impairs the use of the features of the Online Services, but the reported error or issue can be reasonably circumvented. CampusLogic will acknowledge any such reported error or issue within twenty-four (24) hours and will work within normal business hours to identify the error and provide an applicable workaround or fix.

Severity 4 – Minor: The Online Services do not incur an error and allow Users to function during normal business operations; this may include Customer inquiries about existing Documentation, training, or standard use of the Online Services. CampusLogic will acknowledge any such inquiry within forty-eight (48) hours and will work within normal business hours to address and resolve Customer's inquiry.

Response times are measured from the time Customer has spoken with or submitted a ticket via email for a CampusLogic Customer Support contact specifying the nature of the Customer's request. CampusLogic shall provide twenty four (24) hours a day, seven (7) days a week support for Severity 1 level issues via the Support Portal as defined in any Subscription Order Form.

4. RESPONSE

The Severity Level of the problems reported by Customer shall be reasonably determined by CampusLogic. CampusLogic will resolve each reported error or issue with the Online Services by using commercially reasonable efforts to provide: (i) a patch or fix as necessary; or (ii) a reasonable workaround for the error or issue; or, if either (i) or (ii) are not reasonably practicable, a specific action plan regarding how CampusLogic intends to address the reported error or issue. Customer agrees to use commercially reasonable efforts to assist and provide information to CampusLogic as required to resolve errors or issues with the Online Services reported by Customer. In the event CampusLogic fails to meet its obligations under this Section, CampusLogic will provide a root cause analysis including definition, corrections and a process improvement plan. If a permanent repair cannot be made, a temporary resolution (bypass and recovery) will be implemented to the extent possible.

5. CAMPUSLOGIC ISSUES

Support covers any issue or problem that is the result of a verifiable, replicable error (CampusLogic will use all reasonable means to verify and replicate) in the Online Services (“Verifiable CampusLogic Issue”). An error will be a Verifiable CampusLogic Issue if it constitutes a material failure by the Online Services to function in accordance with the Documentation included in the Online Services. If Customer Support reasonably determines that Customer's problem is not caused by CampusLogic or its systems, equipment, or software, CampusLogic is not obligated to provide support under any Subscription Order Form. Nevertheless, CampusLogic will, if possible, offer suggestions as to how Customer can remedy the problem. If CampusLogic determines that the issue was not the result of a Verifiable CampusLogic Issue, CampusLogic may offer to provide out of scope professional services at CampusLogic's then current rates upon its standard terms to address the issue.

6. ADDITIONAL SERVICES

Customer Support may also determine that Customer's request is a request for Additional Services. Additional Services is any assistance not covered above and as defined in the Terms and Conditions. If CampusLogic believes that it can appropriately and effectively provide the Additional Services, it will offer to do so at its then-current rates upon its standard terms.

7. RELEASE MANAGEMENT AND QUALITY ASSURANCE

As a Software-as-a-Service (SaaS) provider CampusLogic deploys updates to customer's production environment on a frequent basis. Typically, new features and/or enhancements to existing features are deployed every 2-4 weeks. When possible CampusLogic makes every effort to make new functionality optional allowing the customer to activate the feature when ready. Maintenance updates and/or fixes may be performed on a more frequent basis.

Notification of update is made through a notification banner to users upon login that includes a link to release notes of all updates and user help content on the CampusLogic Support Portal. All staff users have access to a searchable knowledge base of support materials including training documents and videos and answers to frequently asked questions.

Prior to deploying updates to production environments, CampusLogic makes commercially reasonable efforts to perform quality assurance through the use of test automation suites (unit testing, integration testing and coded UI tests) throughout the development process. In addition to automated test suites, manual regression testing is performed by a dedicated quality assurance team with final acceptance of functionality by product and regulatory compliance teams. Finally, an automated smoke test post deployment is performed to insure successful updates.

8. CUSTOMER'S RESPONSIBILITIES

The Customer Administrator shall initiate all requests for Support. The Customer Administrator must be trained, qualified and authorized to communicate all necessary information, perform diagnostic testing under the direction of a CampusLogic customer support representative and be available during the performance of any Support if required.

9. SUBMITTING A REQUEST / GETTING AN ANSWER

At the time of Customer's initial call or e-mail, please be prepared to provide:

1. Customer Administrator's name, company name and the Online Services Customer is using;

2. The type of browser (with release version) and hardware Customer is using;
3. Telephone number and alternate method of contact (i.e. a mobile number or email address);
4. A concise description of Customer's problem or question;
5. The circumstances under which the problem does or does not occur; and
6. Specific error messages, error numbers, log files and program numbers.

For new cases, a CampusLogic Customer Support representative will use the following process to assist Customer with a new case (problem):

1. Document the supplied information;
2. Document Customer's questions or issues (symptom and function in which it occurs);
3. Answer Customer's questions or have Customer run tests to further identify/isolate the problem;
4. Research the problem and provide resolution according to the aforementioned guidelines.

Use of the CampusLogic Support Portal for designated users will be established during onboarding including establishment of credentials to the portal and training for ticket creation and monitoring.