



Support Terms

1. **Support.** Responsive is available to receive product support inquiries via support processes made available 24 hours per day. Responsive Standard Support Hours are 09:00 to 17:00 Pacific Time Monday through Friday for technical information, technical advice and technical consultation regarding Customer's use of the Cloud Service.
2. **Service Levels and Response Times.**

Priority Level	Priority Description	Response Times	Target Resolution Times (Responsive will use reasonable efforts, but will not be required, to resolve the issue in the stated time period)
P1	Mission Critical. The Cloud Service is down, causing critical impact to business operations; no workaround available.	Responsive will provide a status update within one (1) business hour following Customer's notice to Responsive of the P1 issue.	Within one (1) business day of Customer's receipt of the initial status update
P2	High. The Cloud Service significantly degraded and/or impacting significant aspects of business operations.	Responsive will provide a status update within eight (8) business hours following Customer's notice to Responsive of the P2 issue	Within five (5) business day of Customer's receipt of the initial status update
P3	Low. The Cloud Service does not provide a function in the most convenient or expeditious manner, but the user suffers little or no significant impact.	Responsive will use commercially reasonable efforts to acknowledge receipt of notice of the P3 issue within five (5) business days following Customer's notice to Responsive of the P3 issue.	Via a future maintenance release at the time such maintenance release is made generally available

