Service Level Agreement for Premium Support Services

This service level agreement ("SLA") describes the expected levels of service and support that you and your organization ("You" or "Customer") will receive from FluentPro Software Corporation ("We" or "FluentPro") for the delivery of Premium Support Services. This Premium Support Services SLA depending on the reason of purchase may cover enhanced Product Support of FluentPro Software Products as well as support for the sustainability and administration of Project Online within Office 365 or Project Server, Power Apps, Power BI, and other consulting services. The definite scope of service is agreed upon with the responsible FluentPro Sales or Customer Success Manager.

FluentPro aims to respond on average within 8 business hours to new premium support requests and provide an update at least every 48 hours for existing support requests. Premium Support is provided on a best-efforts basis in accordance with the SLA stated herein; however, we cannot be held responsible for delays caused by the customer or for other reasons outside of our control.

Premium Support Service is provided to all customers who have purchased a Premium Support subscription and is available for the purchased number of hours during the subscription term (for most products from the subscription start date over a 12-month period). After utilizing the available balance of Premium Support hours during the subscription term, additional hours of Premium Support must be purchased to continue receiving Premium Support services defined herein. The remaining balance of Premium Support Service is not transferable and is only available during an annual term. An up-to-date balance of the Premium Support hours can be requested from the Customer Success Manager assigned to a Customer's account with FluentPro.

Premium Support Services Includes:

- Extended level of support for FluentPro Software products, which includes:
    - Accelerated initial response time
    - First priority handling of requests. Premium Support queue is separate from Standard Product Support queue; Premium Support tickets are assigned higher priority as compared to Standard Product Support tickets
    - Web-based meetings with our support engineers at Customer's request with screen sharing capabilities; to make meeting sessions effective meeting agenda along with the materials illustrating the reported issue (log files, screenshots, steps to reproduce the issue) should be provided by the Customer in advance.
    - Phone support

- Monitoring and analysis of logs and performance related to FluentPro products in subscription
- Performance tuning related to FluentPro products in subscription or Project Online/Project Server, Power Apps, Power BI.
- Help with technical troubleshooting and configuration guidance for FluentPro products in subscription or Project Online/Project Server, Power Apps, Power BI.

- Help with application administration for anomalies, incidents, and inquiries on technical issues related to the operation of FluentPro products in subscription or Project Online/Project Server, Power Apps, Power BI.
- Configuration design best practices related to FluentPro products in subscription or Project Online/Project Server, Power Apps, Power BI.
- Critical situation management related to FluentPro products in subscription or Project Online/Project Server, Power Apps, Power BI.
- Power Platform and PowerApps consulting services, application development, administration, and user onboarding
- PowerApps integration with multiple data connectors, including Microsoft Project Online, SharePoint, Dynamics 365 applications, etc.
- Migration from InfoPath to Power Automate platform
- Development and Consultancy of Power BI analytics solutions

Premium Support Service Does Not Include:

- Support for Customers who do not have an active Premium Support subscription.
- Support related to non-FluentPro products (except for Microsoft Office 365 Project Online and Project Server, Power Platform, and Power BI services if this support is specifically included in Premium Support subscription)
- Support related to FluentPro Software products that are discontinued
- Support for custom software developed scripts created by customers and used in FluentPro products
- Support for FluentPro Software products for Microsoft Project Server versions that are no longer supported by Microsoft
- Support for FluentPro Software products in the customer's environment that no longer supported by Microsoft, such as Microsoft Windows .NET Framework versions
- Support for free FluentPro Software products
- Support outside of FluentPro business hours and during official holidays

Customers that have purchased Premium Support Services can contact the Support Team in the following way:

- Technical Ticket Support (online ticket submission through support ticketing system). We respond to all submitted requests within the business hours stated herein and aim to prioritize the requests according to their severity levels described.
- Live Chat System (in-built chat system in all our Products) to receive real-time support on your questions (note some issues may require additional details thus the investigation time can be extended)
- Web-based meetings with the FluentPro team per Customer's request. To facilitate the resolution of an issue, we recommend our customers prior ti requests a meeting session create a ticket in the support ticketing system with all relevant information, full issue description, screenshots, log files, and other available information. FluentPro cannot guarantee the on-spot issue resolution if the issue has not been reported and full information

has not been provided through a support ticketing system. The web-based meetings can be scheduled with the aim to:

- o receive online guidance on any Project Online or Project Server instance or product related question or issue that you have (if this support is indicated in Premium Support subscription);
- o speed up the resolution of the issue by sharing your screen and showing us the issue that you have;
- o interact with the FluentPro Technical team with the opportunity for knowledge transfer between our technical support engineers and your team.

- Phone support. To facilitate the resolution of an issue, we recommended our customers firstly create a ticket in the support ticketing system with all relevant information, screenshots, log files, etc. prior to calling our Support Team. A customer can also use a phone option to enquire about the status of a submitted request.

Severity levels of support requests

The following table provides the definition of the severity levels of support requests, the generally expected initial response time, escalation, and update time provided by FluentPro.

Our Support Team operates two shifts per business day (3:00 AM – 11:00 AM and 11:00 AM – 7:00 PM US Eastern time. One business day is equivalent to 16 business hours).

Severity level	Description	Initial Response Time	Escalation and Update
1: Urgent	System is not functioning; service cannot be maintained. No workaround available	no later than 8 business hours	no later than 16 business hours
2: High	The impact of the issue on customer's service is high. System is functioning but the functionality us significantly limited. Periodic/partial downtime or core functionality is inoperable. No workaround available	no later than 16 business hours	no later than 16 business hours
3: Normal	User can continue using the system. The system is stable, but some functionality with medium/low impact on customer's service is not functioning as expected. Temporary workaround available	no later than 16 business hours	no later than 24 business hours

4: Low	Informational (usage questions, minor issues)	no later than 24 business hours	no later than 2-3 business days

Initial Response Time

Initial response time means that our Product Support Team answers your email or ticket request, acknowledges your issue, registers a request in a support ticketing system, and makes an initial diagnosis of the problem. In some cases, our Support Team may need to obtain additional information from you to be able to provide an initial diagnosis of the problem. Incomplete or missing information requested by the Support Team with regards to the specific support request could delay issue resolution and re-initiate the response times defined herein.

Business Hours

Our support hours are Monday – Friday, 3:00 AM – 7:00 PM US Eastern time.

Our Product Support Team is not available due to holidays during the calendar year of 2023 on the following dates: 1/2, 1/9, 3/8, 4/17, 5/1, 5/9, 6/5, 6/28, 7/28, 8/24, 12/25.

Logging a Support Request

Support requests are to be sent via email to support@fluentpro.com.

To investigate a reported problem and provide a resolution within the response time defined herein please provide as much relevant information as possible with regards to your support request, including but not limited to the following:

- Product name and version you are using
- Information about your license (generally found in your subscription certificate)
- Version of Microsoft Project Server (if applicable)
- Complete detailed description of the issue you are facing including log files, steps to reproduce, screenshots, etc.
- Web browser used and its version number (if applicable)

FluentPro Software procedures

For each specific support request, our Support Team creates a ticket in a support ticketing system. If your request contains several different issues, we may create different tickets to track each issue. In any subsequent communication with our Support Team about an active support request, please reply to the last answer, to facilitate handling the request and speed up our response time.

FluentPro Software is not responsible for any technical guidance provided by any third parties that contradicts or impairs the ability of FluentPro to provide the Product Support defined herein.