Postal.io, Inc.

Support & Maintenance Policy (SMP)

This Support & Maintenance Policy (**"SMP"**) is part of the Subscription Agreement by and between Subscriber and Postal.io. In the event of a conflict between this Policy and the Agreement, unless otherwise expressly provided, the Agreement will control. All capitalized terms not defined herein have the meaning ascribed to them in the then–current Subscription Agreement found at https://postal.io/gc/

This Policy applies to the support and maintenance practices for the Postal.io Service.

DEFINITIONS

- **"Issue"** means one of the following:
  - (i)   a question regarding the use and/or operation of the Postal.io Service;
  - (ii)   a condition that inhibits the use and/or performance of the Postal.io Service, including, but not limited to, an event that results in performance degradation, function unavailability, errors, security exposure, or other defects, such that the Postal.io Service, taken as a whole, does not operate substantially as described in its documentation.

1. **"Issue Resolution"** means one of the following:
   - (i)   As to (i) above, a correct answer to the question regarding the configuration, use, and/or operation of the Postal.io Service;
   - (ii)   As to (ii) above, a patch, correction, or bug fix such that the Postal.io Service substantially conforms to its documentation; or
   - (iii) As to (i) or (ii) above, notice that an Issue is caused by a non-Postal.io provided program or service.

- **"Normal Business Hours"** means 24x5 (9:00 PM ET Sunday – 9:00 PM ET Friday; 2:00 AM GMT Monday – 2:00 AM GMT Saturday), excluding Postal.io recognized holidays.[1]

- **"Updates"** means updates, enhancements, revisions, fixes, patches, or other changes to the Postal.io Service that Postal.io makes generally available to all Subscribers with active Postal.io Service, but does not include additional modules or components and other applications separately sold under an Order Form. Each Update is deemed a part of a Postal.io Service once placed in a production environment. For clarity, an Update does not include a release of an upgraded version of a module, component, and/or application that may be available at an additional fee sold under an Order Form.

SUPPORT

Subscriber shall designate a primary system administrator (**"System Admin"**) for all support Issues under this Agreement. Subscriber may establish a secondary System Admin by request. All support issues should be directed to a Postal.io Support Contact via the Postal.io Customer Success Teams through the support channels (chat, telephone, email) listed on https://help.postal.io

ISSUES

Whenever a request is placed by the System Admin to a Postal.io Support Contact, the following information must be provided:

- Subscriber name, System Admin name, email address, and telephone number (including area code);
- Information about the nature of the Issue;
- Information about the location of the Issue;
- Any Postal.io Service error messages associated with the Issue and the steps leading up to the Issue occurrence;
- Detailed description of the Issue; and
- Impact of the Issue (in classifying Issues, Postal.io takes into consideration the impact on Subscriber and Users).

In the event Postal.io becomes aware and/or Subscriber notifies Postal.io of an Issue, Postal.io shall address the Issue based on its severity, as determined by Postal.io in its sole and reasonable discretion. Postal.io shall use commercially reasonable efforts to respond to Subscriber within the timeframe specified for the respective severity level, acknowledging receipt of the Issue notification and the status of an initial action plan to accomplish Issue Resolution. Postal.io shall use commercially reasonable efforts, in light of the severity and complexity of the Issue, to provide an Issue Resolution within the time frames specified for the respective severity level.

SEVERITY DEFINITIONS AND RESPONSE TIMES[2]

These times reflect the targeted time period between the receipt of the Postal.io Support Contact's notification of an Issue to the initial response and the Issue Resolution, respectively, by Postal.io.

Issue Severity	Definition	Initial Response	Status Updates	Escalation (see table below)	Work Around (if applicable)	Issue Resolution
Severity 1	Any issue that (i) compromises the integrity or security of the Postal.io Service or data, or (ii) completely prevents the operation of the Postal.io Service or precludes work by a User from reasonably continuing, and for which there is no reasonable work-around	Thirty (30) Minutes	Every Hour	To the Highest Escalation Contact Within Eight (8) Hours	Four (4) Hours	One (1) Day
Severity 2	Any issue that (i) substantially restricts the operations of the Postal.io Service, but for which an alternative solution or work-around exists, or (ii) does not substantially restrict the operation of the Postal.io Service, but for which an alternative solution or work-around does not exist.	Two (2) Hours	Every Day	To the next Escalation Contact on a Daily Basis	One (1) Day	One (1) Week
Severity 3	Any issue that does not substantially restrict the operation of the Postal.io Service and for which there is an alternative solution or workaround.	Eight (8) Hours	Every Week	To the Next Escalation Contact on a Quarterly Basis	n/a	Next Update[3]
Severity 4	Any issue that is (i) a requested change to an existing configuration, (ii) a question regarding usability, documentation, training, or another knowledge enhancement question or (iii) an enhancement request.	Twenty-For (24) Hours	As Deemed Practical	n/a	n/a	As Deemed Practical

ESCALATION & PREVENTION

In the event of an escalation, Postal.io's internal escalation contacts are as follows:

Level	Role
1st Level	Manager within Customer Service
2nd Level	Managers within Engineering
3rd Level	Director/VP within Engineering
4th Level	VP, Services and/or Chief Technology Officer

REPORTING

For all Severity 1 Issues, Postal.io shall make available to the System Admin an Issue report within five (5) business days after Issue Resolution, including the actions taken by Postal.io to achieve Issue Resolution, the response time, and the resolution time. Postal.io shall retain Issue reports for at least one (1) month for later reference by the System Admin.

MAINTENANCE

Postal.io furnishes Updates that include Issue Resolutions promptly after availability of the Issue Resolution. Updates that include enhancements or other improvements are typically provided within thirty (30) days following general availability of such Update.

REMEDY

It is Postal.io's practice to review the root cause, response times, and Issue Resolutions for all Severity Level 1 and 2 Issues and develop preventative measures, as appropriate. Accordingly, in the event Postal.io fails to meet any obligation in this Policy (a "Service Level Obligation Failure" or "SLO Failure"), Postal.io shall use commercially reasonable efforts to promptly correct and further prevent such SLO Failure. In the event of an SLO Failure extending for sixty (60) consecutive days or for any one–hundred and twenty (120) days in any three hundred and sixty (360) day period, Subscriber will have the right, as its sole and exclusive remedy for such breach, to terminate the Agreement for convenience and receive a refund of any pre–paid, but unused amounts for the Postal.io Service.

FOOTNOTES

1. PT – Pacific; GMT – Greenwich Mean Time. A listing of Postal.io's recognized local holidays for an applicable year is available from your Sales Rep.
2. Email and voicemails are deemed to be "received" by Postal.io at the beginning of the next business hour.
3. "Next Update" may include, but does not require, minor updates, enhancements, revisions, fixes, patches or other changes to the Postal.io Service that Postal.io makes generally available to all Subscribers with an active subscription. For clarity, minor updates will be designated through changes in the decimal of the previous version.