

STANDARD SUCCESS PLAN For Cloudbyz ITPM

GENERAL

The Standard Success Plan will be provided to Customer's Users at no additional charge. Support is available on weekdays, excluding holidays, during local business hours. For Severity Level 1 issues only, Users must call Customer Support. For Severity Levels 2-4, Users must submit cases over the Web via of phone. Upon case submission, Users will be asked to provide their company name, contact information and case details, and each case will be assigned a unique case number. A Cloudbyz Support Representative will use commercially reasonable efforts to call or e-mail the User within two (2) business days and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in Cloudbyz's reasonable determination.

SEVERITY LEVEL 1 TELEPHONE SUPPORT

Standard Success Plan Severity Level 1 Telephone Support phone numbers are as follows. A complete list is available on Help & Training: <https://help.salesforce.com/HTViewSolution?id=000001000>

- AMERICAS 6:00 a.m. – 6:00 p.m. Central time (312) 763-8040

Telephone support is available in English.

SUBMITTING A CASE

Users may log a case as follows:

1. For Severity Levels 2-4, use support@cloudbyz.com.

Note: for assistance with Salesforce password resets, use the “Forgot your password?” link on the login page or contact the system administrator. For assistance with Salesforce usernames and lockouts, Users should contact their system administrator. For security reasons, Cloudbyz does not provide contact information for system administrators.

REPRODUCING ERRORS

Cloudbyz must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Cloudbyz to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access to their salesforce.com account and/or desktop system for troubleshooting purposes*.

ESCALATION / SEVERITY LEVELS

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. Issues will be generally categorized and handled according to an assigned severity level, as follows:

Severity Level	Description and Examples
Level 1 – Critical	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
Level 2 – Urgent	Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available. Also includes time-sensitive requests such as requests for feature activation or a data export.
Level 3 – High	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
Level 4 – Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

EXCLUDED ITEMS

The Standard Success Plan does not include any of the following:

- Assistance with Salesforce password resets. Users should click the “Forgot your password?” link on the login page or contact their system administrator;
- Assistance with Salesforce username. Users should contact their system administrator;
- Assistance with Salesforce lockouts due to incorrect login attempts. Users should contact their system administrator to unlock the account, or wait for the lockout period to expire;
- Assistance in developing User-specific customizations;
- Assistance with non-Cloudbyz products, services or technologies, including implementation, administration or use of third-party enabling technologies such as databases, computer networks or communications systems;
- Assistance with AppExchange applications, whether authored by SFDC, Customer or a third party; or
- Assistance with installation or configuration of hardware, including computers, hard drives, networks or printers.

CHANGES TO STANDARD SUCCESS PLAN

Cloudbyz may change its Standard Success Plan from time to time in its sole discretion.