Surge Support Program

Surge recognizes every organization faces unique challenges when adopting new technologies and processes. To help our customers navigate their unique challenges and accelerate their growth, Surge provides access to a world-class support program.

Surge Support Plans are governed by the Surge Master Subscription Agreement ("MSA") available at https://workwithsurge.com/msa.

General Practices & Terms

There are three support plans customers can choose from: Essentials, Premium or Premium+ Support Plans. Surge will use best efforts to promptly respond and resolve each support request in accordance with the respective SLA. Please understand that any support that might be offered beyond the scope defined is done at the sole discretion of Surge. Resolution time for any specific issue will depend on the nature of the support request and the resolution needed. "Resolution" includes results such as a hot-fix, workaround, or a bug ticket.

Support Plans may not be purchased for a subset of subscriptions to included products in any given Org. When purchased, Support Plans must be purchased for all such subscriptions to included products in any given Org. Therefore, Customers will incur additional Support Plan charges as new subscriptions are added to an Org. Additionally, only one level of support can be associated with a given Org at any one time. For example, a customer cannot have Premium and Premium+ Support for different products within the same Org.

In accordance with our MSA, Support is provided to clients who are active and current on all Surge invoices and billing. Accounts with Overdue charges should contact accounts@workwithsurge.com

	Essentials	Premium	Premium +
User Guides	☑	☑	☑
Defect/Error Resolution Case Management	☑	☑	☑
Support Case Management	☐	☑	☑
US Business Hour Coverage	☑	☑	☐
24/7 Dedicated On-Call Support	☐	☐	☑
Enhanced SLA's	☐	☑	☑
Dedicated Account Management	☐	☑	☑
Release and Upgrade Support	☐	☑	☑
Dedicated Client Partner	☐	☐	☑
Accelerators	Add On	Add On	Add On

SURGE
Customer Success

Contacting Support

For all issues users email support@workwithsurge.com. Users will be asked to provide their company name and contact information, and each case will be assigned a unique case number.

For assistance with password resets, usernames and lockouts, users should contact their system administrator.

Scope of Support

Support aids customers with issues and questions beyond what is covered in provided documentation, resource materials or available training. Depending on coverage, support may consist of the following:

> (a) Submission of Incidents by customer for defect resolution
> (b) Support related to versions and maintenance releases of the software*
> (c) Training regarding how to access and use supported products and/or features of those products
> (d) Troubleshooting related to customer activities with respect to the software: *
>> 1. Support for installation covers issues related to customer downloading and installing of the software. Limited to basic troubleshooting and general "how to" questions
>> 2. Basic Configuration Issues: Support for configuration includes troubleshooting customer configuration settings to ensure proper operation and connectivity
>> 3. Usage Issues: Surge's qualified personnel will answer customer "how to" questions related to the intended use of each product
>> 4. New Version Issue: Support for issues regarding upgrading to a new version of the software

Premium & Premium+ Support Plans

What Support Excludes:

Surge has no support obligations with respect to the issues or requests relating from:

(a) Software that is used on or in conjunction with hardware or software other than as specified in the applicable contracts, MSA or other documentation.

(b) Use of the Software by customer in violation of the License Agreement

(c) Alterations, add-ons, customizations, or modifications to the Software by any party other than Surge or our approved partners

(d) Defects or failures in the Software due to any factors beyond Surge 's reasonable control

(e) Any version of the Software for which Support has been discontinued

(f) Assistance with non-Surge products, services, or technologies, including implementation, administration, or use of third-party technologies.

(g) Training, customization, integration, and any issues arising from unlicensed use of the Software

(h) Any on-site services or remote access services.

(i) The development of customer/user specific customization, enhancements, or modifications to the software.

(j) The creation of new dashboards, reports, and other business initiatives such as campaigns and non-standard features or automation

(k) Assistance with installation or configuration of hardware

(l) Assistance with issues caused by User's equipment and internet connections.

(m) Assistance with issues caused by attacks (i.e., hacks, denial of service attacks, viruses) by third parties, and other acts not caused by Surge.

(n) Assistance with issues caused by events of force majeure, including but not limited to acts of God, war, earthquake, flood, embargo, riot, sabotage, labor dispute, government act, or failure of the internet.

While we strive to be transparent and capture the most common possible scenarios, this is not an exhaustive list. Surge may refer your case to your chosen system integrator for additional assistance.

Reproducing Errors

Surge must be able to reproduce errors to resolve them. Customer agrees to cooperate and work closely with Surge to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. Submitters can help the support team by communicating the issue or question in as much detail as possible at the time of submission. Whenever possible, include:

- log files relevant to the situation.
- steps that have already been taken towards resolution.
- relevant environmental details, such as the architecture.

While Surge will make reasonable efforts to correct defects or other errors in the software and respond to Incidents as described in this Support Policy, Customer acknowledges that it may not be possible for

Surge to correct any specific defect, error, or problem reported by Customer or of which Surge is otherwise made aware.

"Time to Respond" Service Level Agreement

Surge will respond to properly submitted cases following defined SLAs based on the plan purchased. Reproducible errors that cannot promptly be resolved will be escalated within Surge for investigation and analysis. Our Support team provides hands-on & personalized support to customers. Issues will be generally categorized and handled according to an assigned severity level below. Please note, these are estimates. We strive to go above and beyond to exceed Customer expectations with every request. Request for support that fall outside of this agreement may be referred to your system integrator or Surge's Professional Services team.

Severity Level	Description	Essential	Premium/Premium+
Critical	System issue, unavailable to users	4 hours	1 Hour
Major	Significant functionality disruption affecting several users	1 business day	2 Hours
Minor	Business impact identified affecting some users	2 business days	4 Hours

These estimates reflect the amount of time required for Surge to respond to the report of an issue. Correcting any reported issue will take an amount of time specific to the details of that particular issue.

Account Management Support

The Premium and Premium+ Support Plan includes dedicated Account Management. Customers will be assigned a Surge Account Manager. The Surge Account Manager will provide Customers with engagement oversight and assist in aligning the Customer's technology roadmap with Surge's. Customer is responsible for evaluating any advice or guidance received from Surge and for implementing any such advice and guidance.

Client Partner Support

The Premium+ Support Plan includes dedicated support from a Surge Client Partner. Surge Client Partners have specialized product and market expertise and engage with Customers to assist with product adoption and utilization, including sharing advice and guidance related to optimizing the ongoing use of purchased products. Customer is responsible for evaluating any advice or guidance received from Surge and for implementing any such advice and guidance.

Accelerators

Support Plan customers may elect to engage in Surge Accelerator programs. Accelerators are designed to provide specific recommendations and/or best "practice guidance" regarding Customer's applicable subscriptions. Customer may request Accelerators by logging a case or through their Surge Account Manager, if applicable. Accelerator(s) delivery time is dependent on mutual scheduling between Surge and Customer.

Accelerators are advisory in nature, do not entail implementation services (such as code development), and shall not result in a transfer or assignment of intellectual property rights between the parties. Fees associated with Accelerator programs will be agreed to by Customer and Surge prior to any Accelerator commencing.

Changes to Surge Support Plans

Surge may modify its Support Plans from time to time, provided the level of service under any plan will not materially decrease during a subscription term. Communication of program changes are outlined in

the MSA Agreement section 11.2 titled "Giving Notice"

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