

OL[®] Care

Support Policy



OL[®] Care Support Policy

OL Care is a global maintenance plan for Upland Objectif Lune software, offering product support, access to online learning resources, and regular updates. Customers can benefit from support and technical experts who can assist and guide them with questions or issues. This service is available to registered Upland Objectif Lune product customers with a valid End-User License Agreement (EULA) to ensure the successful use of their products and services.

The following describes the policies, procedures, and service level agreement under which Objectif Lune provides technical support services (Technical Support) to customers with valid OL Care. For more information, refer to the [OL Care Terms and Conditions](#) document.

Product Support

Technical Support Services

The OL Care program offers assistance, direction, and recommendations with the following:

- Product configuration and installation questions and issues
- Resolving unexpected behavior for native software features and functionality
- Addressing challenges with existing templates, data mappings, workflow configurations, and product programming operating in the original development environment

Customer Success

Customer Success account management provides you with immediate account support and direct accountability to help us deliver toward your success goals.

Community Portal

The online [Upland Community portal](#) offers another channel to learn more about the product, exchange ideas with peers, and interact with Subject Matter Experts. Support requests can also be submitted through the Community portal.

Business Hours and Contact

Customers with valid OL Care can [contact Technical Support](#) during local business hours or enroll in Extended Support service plans for after-hours assistance.

OL Care Support Plans

- **Standard:** Assistance during local business hours only
- **Extended Support**
 - **Gold:** Dedicated CSM, priority placement in support queue, and 24/5 assistance
 - **Platinum:** Dedicated CSM, priority placement in support queue, and 24/7 assistance

Gold and Platinum support plans further invest in your software-driven business's success, ensuring assistance when needed. With support available during a broader range of days and hours and a dedicated Customer Success Manager (CSM), you can trust that your software environment and end users will always be in capable hands.

OL Care Extended Support includes:

- **Dedicated Support:** Both Gold and Platinum programs provide a dedicated CSM who can continuously work with you to maximize the value of your Objectif Lune products.
- **Priority Assistance:** For issues that occur beyond regular hours, both programs ensure business-critical 24-hour support, with Platinum and Gold providing seven and five days of coverage, respectively.
- **Preferred Placement in Queue:** Receive prioritized placement in the support queue for incoming issues with both Gold and Platinum plans.

OL Care Extended Support is available only in English for OL Connect products.

It excludes U.S. and Canadian Labor Day, Christmas Day, Boxing Day, Easter Friday/Monday, and New Year's Day. Standard [OL Care Terms and Conditions](#) apply.

Resources

Before contacting Technical Support, we recommend visiting our [Resource Center](#) and [Community portal](#). These contain Product documentation, links to our forums (Q&A), learning center, and knowledge base, all of which can help customers resolve their issues quickly.



Technical Support Process

The quality of the information provided to Technical Support significantly impacts how fast Technical Support diagnoses and resolves issues. Therefore, the following information should be provided:

- Detailed description of the issue
- Issue's severity and impact on the system and business operations
- Product version and serial number
- Exact error messages
- All resources relevant to the issue, including the software logs
- The steps taken to reproduce the problem and any known workarounds
- Contact information for the contact in charge of managing the issue

Ticket Acknowledgement

If the ticket is opened from the Community portal, an automated acknowledgment email will be sent instantly. Depending on your plan, response times are based on local business hours or Extended Support service levels. See the Response Time section on page 4 for details.

Technical Support will:

- Assign the client a Support Advisor
- Log, analyze, categorize, and prioritize the issue according to its severity and business impact
- Troubleshoot, isolate, and reproduce the issue in a controlled environment whenever possible, and request additional information if necessary
- Identify the issue and propose a solution

Technical Support provides experts and resources to research and resolve customer issues promptly. While a ticket is open, Technical Support will periodically update the customer on the progress and state of their issue. Once a resolution has been provided, the ticket will be closed with the customer's consent.

A resolution may consist of:

- Permanent fix
- Reasonable workaround
- Action plan for the development of a fix or workaround
- Recommendation on solving the issue to get the solution back up and running



Escalating an Issue

The customer's primary point of contact throughout the process will be Technical Support. However, the issue may be escalated as follows depending on its severity and impact on the customer.



At any point during the support process, the customer may contact the Support Advisor assigned to their issue to request an update or provide additional information that may help resolve the issue. Should the customer not be satisfied with the process, a request to speak with the Support Manager can be made to the Support Advisor. This allows us to understand your concerns better and adjust if necessary.

Priority and Severity Levels

Severity levels determine an issue's priority and help us allocate the resources to resolve it effectively. An issue's severity is based on its impact on the business, as determined by the customer and Technical Support. Severity levels may be changed after the original assessment.

Response Time

Technical Support will contact the customer after they submit a support request to acknowledge receipt and provide an initial response. A response will be given by email or telephone to request additional information, identify the issue, or provide a solution. Response times are measured during local support business hours.

We strongly recommend opening a ticket by telephone to accelerate the response time for urgent issues.

SUPPORT TICKET OPENED BY	RESPONSE TIME
Telephone	Within 2 hours
Online Community Portal	Within 4 hours

Target Resolution

Target resolution times are estimates and depend on the complexity of the tickets submitted. Time to resolution may vary.

- **Standard Support:** Assistance during local business hours only
- **Extended Support:** 24-hour business-critical assistance

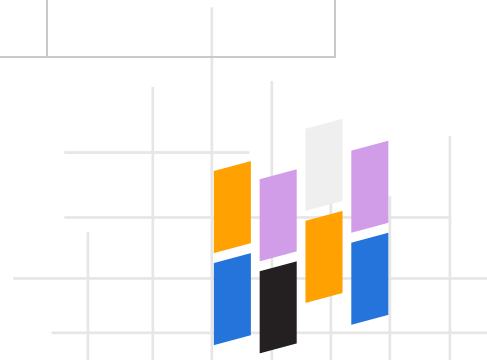


Updates

Technical Support will contact the customer by phone, email, or both during the resolution process and provide updates on the progress and state of the issue per severity level or as agreed upon between Technical Support and the customer.

The following table will be used to prioritize calls.

SEVERITY	DESCRIPTION	TARGET RESOLUTION	UPDATES
P1 - Critical	<p>Critical problem</p> <p>The customer's production is jeopardized or down, causing a severe impact on their business.</p>	<p>Within 2 business days</p> <p>Technical Support will work continuously until the issue is resolved or a reasonable workaround is achieved based on the customer's OL Care Support plan and local business hours.</p>	Every business day
P2 - High	<p>Severe problem</p> <p>The customer's production capability is severely degraded, or important Product features are unavailable.</p>	<p>Within 3 business days</p> <p>Technical Support will work continuously until the issue is resolved or a reasonable workaround is achieved based on the customer's OL Care Support plan and local business hours.</p>	Every business day
P3 - Moderate	<p>Moderate problem</p> <p>The customer's production capability is imperfect or incomplete, or a non-critical functionality is unavailable, which has a medium-to-low impact on their business.</p>	<p>Within 15 business days</p> <p>Technical Support will work until the issue is resolved or a reasonable workaround is achieved based on the customer's OL Care Support plan and local business hours.</p>	Every 2 business days or as agreed upon between Technical Support and Customer
P4 - Low	<p>Minor problem</p> <p>The customer's production is not compromised. A minor issue or question that has no business impact and can be readily circumvented.</p>	<p>The problem has been reported and may be fixed in the future release of the product.</p>	May vary



Customer Responsibilities

To help our Technical Support resolve issues as quickly as possible, the customer should:

- Have a dedicated contact available to work with Technical Support
- Provide all necessary information requested in a timely manner
- Provide secure remote access to the environment in which the issue is present
- Test the solution in a development environment before applying a resolution

Failure to access the customer's environment or provide the above information can extend the target resolution time.

Exclusions

Technical Support assistance shall not be provided for problems arising from:

- The customer's use of the Products in a manner for which they were not designed
- The customer's or third party's negligence, misuse, adaptation, or modifications of the Products
- Versions of the Products other than the two most recent versions
- Programming or custom scripts in languages other than the programming languages native to OL's Products: PressTalk, JavaScript, VBScript, JQuery, CSS, and HTML

The customer is responsible for their product Installation, hardware, operating systems, network setup, and maintenance of file access control systems and third-party applications or systems.

Professional Services

Upland Objectif Lune also offers consulting services to help resolve issues falling outside the scope of technical support via Objectif Lune's Professional Services. Any consulting services shall be provided under a separate agreement and subject to Objectif Lune's current professional services fees. Such services include the complete installation of the Products and solution, analysis, development, and/or modifications of documents, as well as customization, configuration, and/or programming of the Products.

Product Activation

The Customer can activate OL Connect and PlanetPress Suite Products via our [Web Activation Manager](#). To access this system, you must have the customer number and one-time password provided at purchase. For more information on activating Products, refer to the [Web Activation Guide](#) or contact your local [Customer Care Department](#).



Product Updates and Upgrades

OL Care includes free updates (minor releases) and upgrades (major releases) of registered products. All updates and upgrades provided, including their respective documentation and program materials, are subject to their respective EULAs. Notification of new releases will be made through the online update manager. Updates and upgrades can also be provided upon request for products with no online manager. For more information, contact your local Technical Support Department.

Supported Languages

Objectif Lune is pleased to offer Technical Support in the following languages during local business hours in the following regions. Support will be provided in English if a resource is unavailable in a specific language. Extended Support is available in English only after business hours.

REGION	LANGUAGE
United States, Canada, and Latin America	English, French, and Spanish
Europe, the Middle East, and Africa	English, German, French, and Dutch
Asia Pacific	English and Japanese

Data Security

Upland is committed to protecting the data you entrust to us. We understand that your data's confidentiality, integrity, and availability are vital. Over 10,000 companies trust us to keep their information safe. For more details regarding our data security, please visit [Upland Software Security](#).

