M360 On Premise Product Support Terms

To receive standard support, Customer must be current on all applicable fees and charges due and payable to Rise Analytics, is on the most current update or one version prior update available for M360 and is otherwise not in breach of Customer's applicable contractual obligations to Rise Analytics. If Customer is not on the most current update or one version prior available for M360, additional fees may be incurred for support services provided by Rise Analytics.

1. DEFINITIONS

    1.1. "Ancillary System" is a system external to the Core Processor System that Customer uses to run its operations.

    1.2. "Core Processor System" is a system that processes daily transactions and posts updates to accounts and other financial records. Core systems typically include deposit, loan, and credit processing capabilities, with interfaces to general ledger systems and reporting tools.

    1.3. "Documentation" means any specifications, user guides, and/or technical documents accessible through the M360 "Help" system.

    1.4. "Incident" means a reproducible error or problem with the Services that prevents M360 from operating in accordance with its Documentation and the M360 Statement of Work.

    1.5. "M360" refers to the M360 Enterprise product that has been implemented by Rise Analytics. This includes all source code (including schema), databases, packages, included reports, and jobs deployed as part of the implementation of M360.

    1.6. "Product Support Team" is the team of individuals representing Rise Analytics who provide responses and resolutions to Incidents.

    1.7. "Production" means the "live" Service environment where M360 is available to Customer.

    1.8. "Services" is the provision of M360 and the services under this Support Policy

    1.9. "Support Contact" is the person(s) at Customer who will serve as the Product Support Team's primary contact(s)

    1.10. "Workaround" is a series of instructions, procedural steps, or usage clarifications to avoid an error or circumvent its effects. A workaround does not involve issuance of new programming code.

2. RISE ANALYTICS SUPPORT

    2.1. Engaging Product Support – Product support may be engaged through the Rise Analytics portal and selecting "Request for Support" and "Create a Case" to submit a support case.

    2.2. M360 servers will communicate job failures to Support@RiseAnalytics.com. Individual emails initiated by Customer will not be monitored. Questions from the Support Contact should be submitted to Support@RiseAnalytics.com or through the Rise Analytics Portal.

    2.3. Business Hours are 8 AM – 8 PM EST Monday – Friday, with the exclusion of federal holidays.

    2.4. Business After Hours are 8 PM – 8 AM EST Monday – Friday, with the exclusion federal holidays.

    2.5. Non-Business Hours are weekends and federal holidays.

    2.6. Unlimited cases, one (1) primary Support Contact at the Credit Union. The Support Contact must be fully trained in the use of M360.

    2.7. Rise Analytics will use commercially reasonable efforts to meet the Response Guidelines stated in the table below. Please see section 2.10 for Severity Level definitions.

Response Guidelines				
Severity Level	Urgent	High	Normal	Low
Response Time – Business Hours	4 Hours	6 Hours	24 Hours	48 Hours
Response Time – Business After Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day
Response Time – Non-Business Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day

2.8. Support Agents – Rise Analytics reserves the right to use offshore personnel for Rise Analytics product support.

2.9. Customer Environments

2.9.1. Production Environment – This environment is fully covered under the terms herein.

2.9.2. Development Environment – This environment is supported on a "best efforts" basis. The development environment is not subject to the Response Guidelines in section 2.6.

2.9.3. Remote Access – The Product Support Team will require remote access to the hardware infrastructure (servers, databases) hosting M360, including the production and development environments, to provide product support, issue troubleshooting, and provide software updates.

2.9.3.1. Access Privileges - Rise Analytics will work with Customer to ensure that the User Accounts for the Product Support Team have the necessary privileges required to provide support services.

2.9.3.2. Account Management - To ensure continuity and quality of service, Customer agrees to notify Rise Analytics in advance when passwords are going to expire, or accounts are going to be disabled

2.10. Support Resolutions – Rise Analytics may use resolutions discovered while providing support services to Customer to provide similar services to other M360 customers. Customer's confidential information will not be shared. 2.10. Severity Level Descriptions

Severity Level	Description
Urgent	System Down/Services Unavailable condition that severely impacts the Production environment involving: • Services outage or failure that severely impacts Customer's business operations. • Widespread unavailability of business-critical features or functions of the Services that causes major disruption of Customer's ongoing business operations. • Serious performance degradation that significantly impacts a large group of Customer's end users. • Unscheduled Services downtime resulting from an emergency change request that needs to be applied to the system. • An issue for which there is no immediate Workaround available.
High	A high impact business condition where: • Services are available but their functionality is significantly restricted, causing disruption to Customer's normal business operations. • M360 is not working, negatively impacting Customer's business productivity. • There is no Workaround available for the issue.
Normal	M360 is generally usable, but Services have an issue that is causing minor operational challenge(s). Issues may be isolated to specific end users and may have little impact on the availability/functionality of the Services.
Low	A minor defect that has no impact on the Services, or a general enquiry on the functionality of the Services, including how to or informational queries.

3. SOURCE DATA SYSTEM UPGRADES

3.1. Core Processor and Ancillary Systems Software Version – The M360 product is enhanced, as needed, to stay up to date with the latest version of the M360 supported core processing and ancillary platforms.

3.2. Core Processor System or Ancillary System Software Upgrade Notices – Customer agrees to notify Rise Analytics at least twenty (20) days in advance of a software upgrade from a data source vendor connected to Customer's M360 installation. Customer will open a support ticket with Rise Analytics and provide all available information about the upgrade.

3.3. Core Processor System or Ancillary System Software Upgrade - Core and Ancillary system software upgrades have the potential to disrupt M360 operations. Customer agrees to (i) provide notice to Rise Analytics as required in Section 2 and (ii) collaborate with Rise Analytics on planning, preparing, and scheduling the upgrade.

3.4. Failure to provide notice and/or joint planning may result in M360 downtime. Rise Analytics is not responsible for downtime due to lack of notification or upgrade planning.

4. CUSTOMER RESPONSIBILITIES

4.1. Customer is not permitted to make any changes to the M360 product.

4.2. Customer agrees it is responsible for the maintenance of the Customer Environment.

4.3. Customer agrees it is responsible to monitor the operational health and security of the Customer Environment.

4.4. Rise Analytics is not responsible for a lack of physical disk storage encountered by M360 on the Customer Environment.

4.5. Customer agrees to provide the Product Support Team with notice of any scheduled maintenance/down time windows by opening a support ticket.

4.6. To receive support, requests must contain all pertinent information and a technical contact familiar with Customer's environment or the Incident to be solved. Customer must make commercially reasonable efforts to communicate and cooperate with Rise Analytics to verify the existence of the Incident and provide information about the conditions under which the Incident may be duplicated.

4.7. For Urgent Severity Incidents, Customer's Support Contact(s) must be available via telephone and/or online to provide Rise Analytics with relevant requested information, data gathering, and testing necessary to bring the Incident to resolution.

4.8. Customer must notify Rise Analytics Support whenever there are Customer Support Contacts changes by logging a ticket with Rise Analytics Product Support.

Customer agrees to respond to requests from Rise Analytics Product Support in a timely manner. The following table outlines expectations prior to automatic closure of cases.

Customer Response Guidelines	
Pending Customer Default time until ticket closes while waiting for response from Customer or Customer's vendor. Guideline may be extended for a case when requested.	10 Business Days
Closed Pending Default time until ticket closes after Rise Analytics believes that the case has been solved and that Customer's validation is appropriate.	5 Business Days

5. PRODUCT SUPPORT LIMITATIONS

5.1. Rise Analytics shall not be obligated to provide technical support for:

5.1.1. Any third-party software not provided by Rise Analytics under the Agreement,

5.1.2. M360 Service that is not used by Customer in accordance with the Documentation,

5.1.3. Configuration modifications to M360 Service, customer-generated scripts, custom reports, or other content, or

5.1.4. Custom code provided by Customer or any third party, or otherwise not part of M360.

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