

Support & Professional Services Terms

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Version: 1.1

These Support & Professional Services Terms (“**Services Terms**”) establish the general framework governing the support services, onboarding assistance, consulting services, and other professional services that may be provided by **Ontracccr Technologies Inc.** (“**Company**”) in connection with the use of the Company’s platform and related services. These Services Terms address matters such as the scope of support and professional services, professional services usage and scheduling rules, support availability and response guidelines, exclusions, client responsibilities, and responsibilities relating to third-party integrations and automations. These Services Terms are not intended to, and do not, set out specific service level commitments. Specific commitments relating to uptime, availability windows, service credits, security levels, response times, escalation procedures, and support tiers, if any, will be set out in the applicable Order Form.

These Services Terms are published at <https://www.ontracccr.com/hubfs/ontracccr-support-services-terms-v1-2026-03.pdf> and are incorporated by reference into the applicable **Order Form** and the **Service Agreement** between Company and Client. Capitalized terms not defined here have the meanings given in the Service Agreement.

1. Scope of Support and Professional Services

Company may provide support services, onboarding assistance, consulting, configuration assistance, workflow design assistance, training, and other professional services (collectively, “**Support Services**”) in connection with Client’s use of the Service.

Support Services may include, for example:

- assistance with platform usage and configuration
- troubleshooting reported issues
- guidance relating to workflows and operational setup
- onboarding support and implementation assistance
- training sessions for administrators or users
- assistance with templates, forms, boards, or workflows
- consulting relating to operational processes within the platform

Support Services are intended to assist Client in using the Service effectively but **do not include custom software development** unless expressly agreed in writing.

2. Support Availability

Company will use **commercially reasonable efforts** to provide Support Services during Company’s standard business hours.

Support availability, level of engagement, and prioritization of requests may vary depending on:

- the nature and severity of the issue
- Company’s operational capacity
- Client’s cooperation and responsiveness

Company may prioritize support requests based on operational impact and system availability.

3. Support Channels

Clients may submit support requests through one or more of the following channels as made available by Company from time to time:

- customer support portal
- email support
- help center resources
- automated support tools such as AI assistants
- scheduled training or consulting sessions

Company may modify available support channels from time to time.

4. Response Guidelines

Company may publish or communicate **target response guidelines** for support requests from time to time.

Any response guidelines or timeframes provided by Company are **targets only** and do not constitute guaranteed response times or service level commitments.

Company does **not guarantee response times, resolution times, or system uptime** unless expressly stated in a separate written agreement executed by both parties.

5. Professional Services

Clients may purchase professional services through an applicable Order Form.

Professional services may include:

- onboarding and implementation assistance
- workflow consulting and configuration support
- training sessions
- module-specific setup assistance
- operational guidance for system deployment

Professional services may be delivered remotely unless otherwise agreed.

Professional services do not include custom development, custom integrations, or product feature development unless expressly agreed in writing.

6. Professional Services Hours

If Client purchases professional services hours, the following administration terms apply unless otherwise specified in the applicable Order Form:

- professional service hours may be used for consulting, configuration assistance, training, or workflow alignment sessions
 - professional service sessions must generally be scheduled in advance, as reasonably required by Company
 - hours may only be used for the purposes associated with the purchased professional service hours, module, or scope described in the applicable Order Form unless otherwise agreed in writing by Company
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7. Expiration of Professional Services Hours

Unless otherwise specified in the applicable Order Form, purchased professional services hours **expire twelve (12) months after the date of purchase**.

Unused hours are **non-refundable**.

8. Customer Responsibilities

Client agrees to reasonably cooperate with Company in connection with the provision of Support Services.

Client responsibilities include:

- designating a primary administrator or contact person
- providing accurate information regarding reported issues
- providing system access or logs where reasonably necessary to troubleshoot issues
- participating in scheduled sessions where applicable
- maintaining compatible systems and configurations necessary to use the Service

Company's ability to provide Support Services may depend on Client's timely cooperation.

9. Third-Party Services and Integrations

The Service may interoperate with or integrate with third-party applications, services, systems, or data sources (“**Third-Party Services**”).

Third-Party Services are not controlled by Company.

Company does not operate or control Third-Party Services and is **not responsible for the availability, performance, security, functionality, or reliability of any Third-Party Services**.

If an issue arises that relates to a Third-Party Service or the interaction between the Service and a Third-Party Service, Company may provide reasonable assistance in diagnosing the issue; however, resolution of such issues may require Client to work directly with the applicable third-party provider.

Issues caused by Third-Party Services, third-party system changes, third-party service outages, or changes to third-party APIs are **outside the scope of Company’s Support Services**.

Company does not guarantee the continued availability or compatibility of integrations with Third-Party Services.

Company is not responsible for any loss of data, service interruptions, or operational impacts caused by Third-Party Services.

10. Customer-Created Integrations and Automations

Clients may configure integrations, workflows, automations, or data connections between the Service and other systems.

Company is not responsible for issues arising from:

- integrations created or configured by Client
- automations configured by Client or Client’s third-party consultants
- unsupported modifications to the Service
- external automation tools or middleware
- custom scripts, APIs, or connectors developed by third parties

Company may provide reasonable assistance in diagnosing such issues, but troubleshooting and remediation may require involvement from the applicable third-party system provider or Client’s technical personnel.

11. Exclusions

Support Services do not include:

- custom software development
- development of new product features
- support for Third-Party Services, third-party systems, or third-party tools not controlled by Company (including issues of the nature described in Sections 9 and 10)
- troubleshooting issues caused by Client’s infrastructure, hardware, or network
- issues caused by unsupported configurations or modifications made by Client
- troubleshooting third-party services outside Company’s control

Company may, at its discretion, offer assistance outside the scope of Support Services, which may require a separate services agreement or additional fees.

12. Planned Maintenance

Company may perform scheduled maintenance, updates, or improvements to the Service from time to time.

Company will use commercially reasonable efforts to minimize disruption during maintenance periods but **does not guarantee uninterrupted availability of the Service**.

13. Changes to Services Terms

Company may update these Services Terms from time to time.

Updates will become effective **thirty (30) days** after Company posts the updated Service Terms at the applicable URL, unless otherwise required by law, and such posting will constitute notice to the Client.

14. No Service Level Guarantees

Except as expressly stated in a written Order Form or other agreement executed by both parties, Company does not provide service level guarantees, uptime commitments, availability guarantees, security level commitments, response time guarantees, or service credits. These Services Terms are not intended to, and do not, constitute a service level agreement. Any specific commitments regarding uptime, availability windows, security standards, response times, escalation procedures, support tiers or service credits must be expressly set out in an applicable Order Form executed by both parties. For clarity, updates to these Service Terms will not amend any service level commitments or other support terms that are expressly set out in an applicable Order Form unless both parties expressly agree otherwise in writing.

Support Services are provided on a **commercially reasonable efforts basis**.

15. Order of Precedence

If there is any conflict among the documents governing the Services, the following order of precedence applies (but only with respect to the Services under the applicable Order Form): (1) the applicable Order Form, (2) the Service Agreement, and (3) these Services Terms. To the extent an Order Form expressly specifies service levels, support hours, support channels, response guidelines, or other support operational terms that differ from these Services Terms, the terms of the applicable Order Form will control.