

CREATIO MARKETPLACE TECHNICAL SUPPORT POLICY

This Creatio Marketplace Technical Support Policy (“Policy”) forms part of the applicable Creatio Marketplace Application Terms and Conditions stated on the relevant Application page at <https://marketplace.creatio.com/>.

DEFINITIONS

1. **Creatio Marketplace** - means Creatio’s online marketplace for applications, templates, and other add-on offerings compatible or interoperable with Creatio Services which can be located at <https://marketplace.creatio.com/>.
2. **Application** – applications, components, and products, published on Creatio Marketplace and available on paid subscription terms or for free.
3. **Creatio Services** – software comprising part of or used by Creatio to deliver SaaS Services as defined in the Creatio Agreement, including any upgrades, improvements, enhancements, or derivatives thereof. Use of Creatio Services is governed by the relevant agreement available at www.creatio.com/legal (Creatio Agreement).
4. **Developer** – an individual or entity who publishes Application(s) on Creatio Marketplace and is indicated as its developer on respective Application page.
5. **Creatio or Company** – CREATIO EMEA LTD (Kinyra, 1 KINYRAS TOWER, 3rd floor 'Agios Andreas, 1102, Nicosia, Cyprus) and its affiliates.
6. **Customer** – an entity or a person who is authorized to use the Application under the applicable Application Terms and Conditions Terms made available via the Application page.
7. **Application page** – Application webpage on the Creatio Marketplace.
8. **Application Documentation** – specific Application documentation made available via the Application page.
9. **Customer Extensions** – means any configurations, business model flows and report designs created by Customer and its Authorized Users by using the standard functionality embedded in the Application and/or Creatio Services, to the extent reflecting or based upon confidential information of Customer or its Affiliates.

Unless otherwise defined herein, any capitalized terms defined in the Policy and used herein and related to Customer will have the same meaning specified in Creatio Agreement.

Depending on the type of the Application from Creatio Marketplace that Customer uses, the following technical support policies apply:

Free of charge Applications are supported via email available on the Application page. Specific hours or response time may be indicated there. Paid Applications are supported under the Basic, Business, Premium support (if specifically stated on the Application page) packages for an additional fee.

Application Support Services shall only be provided to Customer-designated employees or Consultant(s) (as defined in the Creatio Agreement) who have been specified as Customer Designated Representatives in an agreement with Creatio or by email notification from the Customer to Developer (Customer Designated Representative). The Customer may change the Customer Designated Representative by email notification to the Developer email stated on the Application Page. Other Authorized Users shall use the Application Documentation and rely on the Customer Designated Representatives for their support. PR pieces (Social posting, News, etc)

SUPPORT SERVICES

	BASIC	BUSINESS	PREMIUM
COMMUNICATION CHANNELS			
Support via email	+	+	+
Support via phone	-	+	+
Live screen sharing / co-browsing	-	+	+
CONSULTATION TYPES			
Consultation on the product functionality	+	+	+
Unlimited number of requests	+	+	+
Consultancy services covering installation and setup requests (for on-site deployment)	+	+	+
Software defects detection and elimination	+	+	+
New versions and critical patches updates	+	+	+
CUSTOMER SUCCESS MANAGEMENT			
Customer onboarding	+	+	+
Implementation guidance based on best practices	+	+	+
ADDITIONAL SERVICES			
Case priority management	-	-	+
Guaranteed resolution time	-	-	+

SUPPORT SLA's

With respect to Errors properly reported by the Customer in accordance with the terms of this Policy, Developer

will use commercially reasonable efforts to adhere to the response target timelines specified in the table below:

	BASIC	BUSINESS	PREMIUM
Response time for critical-priority cases (Critical Severity Errors*)	4 hours	1 hour	30 minutes
Response time for high-priority cases (High Severity Errors)	8 hours	4 hours	2 hours
Response time for medium-priority cases (Medium Severity Errors)	8 hours	4 hours	2 hours
Support hours	9 am – 6 pm (Monday – Friday)	9 am – 6 pm (Monday - Sunday)	24/7
Time zones	Developer business hours stated on the Application Page	Developer business hours stated on the Application Page	24/7

* Exception. In case of full unavailability of the Application, the Support Requests will be accepted for response 24/7.

The specific hours during which Customer is entitled to Marketplace Support Services (“Support Hours”) are as specified above and are based on Developer’s standard business hours stated on the Application page, excluding Saturdays, Sundays, and any holiday observed by the Developer. All response time periods are measured starting from the first Support Hour following the reporting of an Error and are tolled during all periods outside of the Support Hours.

If the Customer has purchased Premium Support, the Developer will use commercially reasonable efforts, in addition to the response target timelines specified above, to adhere to the resolution target timelines specified in the table below:

Errors Severity level	Response time	Resolution time	Resolution procedure
Critical	30 minutes	2 hours	Error is fully resolved, or a temporary solution or workaround has been provided that has the effect of reducing the severity level below Critical
High	2 hours	2 business days	Error is fully resolved, or a temporary solution or workaround has been provided that has the effect of reducing the severity level below High
Medium	2 hours	10 business days	Error is fully resolved, or a temporary solution or workaround has been provided

As used in this Support Policy:

- “Error” means any verifiable and reproducible bug, error, or similar functional problem with the Application that prevents the Application from functioning substantially following the applicable Application Documentation.
- “Critical Severity Error” means an Error that causes complete or significant loss of essential functionality of the Application.
- “High Severity Error” means an Error that causes a significant loss of functionality of the Application, but where essential functionality is still available (which may be through a temporary solution or workaround).
- “Medium Severity Error” means any Error other than a Critical Severity Error or High Severity Error.

Unless otherwise specified on the Application page, this Policy sets forth the Developer’s sole obligations and Customer’s exclusive remedies in connection with any Error.

EXCLUSIONS

Notwithstanding anything to the contrary contained herein, the following shall be excluded from the scope of the Marketplace Support Services, except to the extent otherwise stated on the Application page or between the Customer and the Developer in writing:

Any issue which, following an investigation by the Developer, is determined not to be an Error in the Application, including issues related to third-party software products or the failure to operate the Application following Application Documentation.

Any issue related to software or services for which the Developer does not provide support and maintenance services to its customer base generally, including issues related to Creatio Services, another application, connectors, add-ons, templates, or other materials available via Creatio Marketplace made available not by the Developer.

Any issue related to Customer Extensions.

Any professional services.

Customer shall cooperate fully with Developer in Developer’s provision of the Marketplace Support Services, including by providing Developer, in a timely fashion, with such assistance and access to such Customer premises, systems, personnel, and information, each as shall be reasonably required for the performance by Developer of the Marketplace Support Services

SUBMITTING A SUPPORT REQUEST

Before submitting an Error report or other request for Marketplace Support Services (each, a “Support Request”), a Customer Designated Representative is expected to consult the relevant Application Documentation. If the Customer Designated Representative is unable to resolve the issue by referencing the Application Documentation, then the Customer Designated Representative may submit a Support Request via one of the following channels:

(1) to the Company service center, where the Company can act exclusively as a first line, via the support portal at <https://success.creatio.com>, by e-mail to support@creatio.com, or, if the Customer has purchased Business Support or Premium Support, by telephone. In such case, the Company shall only forward the request to the Developer via email however will not be responsible for its resolution. Request response and resolution will be provided under the time limits stated hereunder.

(2) to the Developer by e-mail stated on the Application page, or, if the Customer has purchased Business Support or Premium Support, by telephone or via live screen sharing (meaning remote connection service for analyzing the case, collecting the diagnostics information and possible case resolution).

For Support Requests that the Customer considers urgent, the Customer Designated Representative shall promptly notify the Developer by email to confirm the Developer's receipt of the Support Request.

When submitting a Support Request, the Customer Designated Representative must furnish the Developer with all information and assistance needed by the Developer to address the reported issue, including by promptly furnishing sample input and output, providing assistance in isolating and reproducing the suspected Error, performing diagnostics and tests requested by Developer, and carrying out any required remedial tasks requested by Developer.

No Support Request may be initiated by a Customer Designated Representative directly to any Developer engineering or professional services personnel or otherwise bypass the Developer support service center. This includes telephone, fax, or e-mail contact of any kind on any subject. The Developer's support service center personnel will be solely responsible for determining if and when any Support Request should be referred to other Developer engineering or professional services personnel.