



CAMUS ID PLATNUM+, SIGNATURE SUPPORT AND EXPERT HANDS SERVICES

The following terms and conditions apply only to the extent that the Customer purchases the below-referenced support services as specified in a signed Order Form.

CAMPUS ID PLATINUM+ SUPPORT

1. Maintenance. Upon payment of applicable fees, Transact shall provide Customer with maintenance and support services in accordance with its then-current standard maintenance and support policy. In addition to the standard coverage provided, the items described herein are included with the purchase of Platinum+ and Signature Support:

1.1 24/7 Product Support. Transact will provide customer support and 24/7 troubleshooting assistance regarding TSE Software issues. During non-standard office hours, business stopping issues (severity 1) calls are responded to within sixty (60) minutes and partial outages (severity 2) are responded to within four (4) hours. 24/7 product support does not include off-hour upgrade support as described below.

1.2 Off-hour Upgrade Support. Provided Customer has scheduled a Software upgrade twenty (20) business days in advance with Transact and Customer has a designated person onsite at the server on which the Software upgrade is being installed during the entire upgrade process, Transact will provide Customer support in migrating to new versions of the Software for up to three (3) hours before or after Transact's standard support hours 8AM to 8PM Eastern Standard Time, or on Saturdays from 9AM to 4PM Mountain Standard Time. Transact and Customer will determine how long the upgrade will take and agree to an upgrade schedule.

1.3 Emergency Onsite Assistance. In the event of a Transact System Enterprise site outage and the parties are unable to solve the problem remotely, Transact will travel on-site to Customer location and all travel fees and living expenses incurred, shall be invoiced to and payable by Customer.

2. Dedicated Support Engineer. Technical support engineers are assigned to individual Customer accounts but are subject to availability, therefore, Transact does not guarantee a specific individual will always work on an account.

3. Support Channels. Transact will provide support primarily through the case system and any additional support channels are subject to change at Transact's discretion.

4. Expert Hands Support. Platinum+ or Signature Customers are eligible for (5) hours of specialized developer services ("Expert Hands Services") during each calendar quarter. Expert Hands Services hours will be tracked by the Transact support team, are product specific, do not rollover, and are not available during peak seasons, which include January, February, August and September. In the event Customer exceeds the five (5) available hours during any calendar quarter, Customer has the option to purchase additional hours at the rate of \$250 an hour.

5. 24x7 Proactive Monitoring. All Transact systems are proactively monitored and designated Customer contacts will receive outage notifications if registered in the Customer portal.

6. Personalized Success Path. Available upon request, Customer's technical support engineer can review case trends and issues to make recommendations to improve system functionality.

7. Quarterly Technical Health Check and Review. Subject to availability, Customer has the option to request one (1) health check during each calendar quarter to review issues, open cases, evaluate case trends and to discuss options to take a more proactive approach to improving user experience. Requests must be made at least fourteen (14) days in advance and only the preceding quarter, at a time, will be covered.

SIGNATURE SUPPORT

If customer purchases Signature Support, the following bonus services will be added to customer's subscription, in addition to all the Platinum+ offerings outlined above.

8. Customized Coaching for Onboarding and Implementation. For new and existing products Customer can request that a technical support engineer be engaged with onboarding and implementation efforts two (2) weeks prior to go live, subject to schedule availability.

9. Holistic Technical Trend Analysis and Coaching. Upon request, the assigned technical support engineer can review product related trends and discuss, with Customer, areas of improvement.

10. Early Alerts & Remediation. Transact agrees to proactively communicate with Customer through cases, over the phone, or bulletins submitted through the connect portal for discussing critical system changes and effective ways to implement user adoption of such changes.

11. Annual Technical Health Reviews. Upon request, a technical support engineer can review the annual trend of cases the Customer has created and offer recommendations.

12. Technical Account Management. Technical support engineers are available to support Customer by providing access to products and account areas.

13. Key Event Management and Concession Support. Customers who have key events planned during standard business hours, non-standard business hours, weekends, or holidays, and anticipate the need for additional remote concession support during such key events scheduled, may submit a written request fourteen (14) days prior to such key event to reserve a technical support engineer, subject to schedule availability.

14. Enhancement Request Tracking. If requested by Customer, a technical support engineer can add enhancement requests to the Aha portal on behalf of the Customer and will create a case to follow up.

CAMPUS ID EXPERT HANDS CONSULTING

Campus ID Support offers Expert Hands Consulting services for clients upon request.

Expert Hands is an ad hoc service for minor changes or service requests that have a high level of urgency that have been requested by a client, to remain operational or improve campus operations. Traditionally, these may have involved a Transact Services project team to be scheduled, but depending on the scope of the request, it may be handled by our Technical Consulting Support team without a full project team being scheduled.

The cost of Expert Hands can vary depending on the scope of the work, and the time required to complete the task and will be charged on an hourly basis at a cost of \$225 an hour. After the work is reviewed and scoped and recommendations made, Transact will work through finalizing steps with the client. Time required will be included into the statement of work.

These services can be a valuable tool for organizations that need to address a specific need or problem quickly and efficiently.

Here are some of the benefits of using these services:

- Quick and efficient way to address a specific need or problem that falls outside the Scope of Standard Support.
- Provide quick access to specialized expertise that may not be available in-house.
- Reduce the operational impact and risk of making a mistake by hiring an experienced professional.
- Transact verified work – If we can't fix it, we won't charge you.

Below is a general list of what the Transact Support Campus ID team can provide. Once requested, Support Management will evaluate the request to establish a timeline and resources to complete the work. Pricing only includes work on existing systems and does not include pricing for new hardware.

Service	Description	Estimated # of Hours
Customer Reports	Create customer reports via SQL scripting inside of the TSE Reporting System. Initial consultation included to understand complexity of report.	<i>Hours vary based on the complexity of the request.</i>
Deblober/Enblober installation	Installation of Enblober/Deblober. Will include custom configuration. Purchase of the product is not included in the price.	<i>4 hours</i>
Instant ID Workflow & Credential Design	We can create customer workflows or credentials for your school. Requires an existing installation of Instant ID.	<i>Hours vary based on the complexity of the request.</i>
Instant ID Pull from Pool	Configuration of a pull from pool system to work with Instant ID. Client would need to provide their own iso numbers.	<i>2 hours</i>
Entrust Printer Setup	Includes assistance in unboxing, configuring, and testing your new printer to an existing Instant ID environment.	<i>1 hour</i>
MF4100 Product XML	We can create custom product XML menus to use with your MF4100 to facilitate the selling of products.	<i>2 hours</i>
TS Utility Launch automation	Configuration of scheduled task to run custom TSE internal tools. Includes script and configuration on TSE server.	<i>Hours vary based on the complexity of the request.</i>
Building Blocks Agent Configuration	Includes configuration of the additional agent and data mapping to all other sources.	<i>4 hours</i>
Online Photo Submission Student Importing	We can assist by helping do mass student imports in Online Photo Submission.	<i>Hours vary based on the complexity of the request.</i>
Creation of additional IRID (Institution Route ID)	We'll create additional IRID's to be used with your SAM portal and our 3 rd party apis. Up to 50 created (When creating greater than 5)	<i>1 hour</i>

Implementation of eAccounts test environment	We can create your instance of an eAccounts portal.	<i>Hours vary by the complexity of the request</i>
Configuration & Implementation of Meal Plans, Door Access Plans, or Customer Imports	We will configure and/or implement your Meal Plan, Door Access Plans, or Customer tools in Transaction System Enterprise.	<i>Hours vary based on the complexity of the request.</i>
Product Training	We can provide training on any feature or product in the Campus ID family of products.	<i>Hours vary based on the complexity of the request.</i>

Outside of scope projects:

Depending on complexity and based on an initial evaluation, the request may require a full project team and will flow through the standard process with the Services team to be quoted and scheduled.

Direct access to the Online Customer Learning Center Online training can be accessed at https://training.transactcampus.com/	✓	✓
Extended Hours of Support Weekend/Holidays and Off Hours Concessions Support/Sporting Events available upon request. Minimum of two weeks' notice is required.		✓
Expert Hands Training and Maintenance Hours Five expert hands hours will be available quarterly, to be used at the client's discretion upon request. Will not be available during peak times.		✓
Support Appointment Scheduling Ability to schedule times that work best for the client with Support.		✓

Assigned Dedicated Senior Support Engineer Direct access to Senior Engineer and Senior Engineer team. Dedicated 800 number for direct routing to assigned Engineer. Backup Engineers are provided when the primary technician is out of the office, or clients can seek prompt assistance through the standard support channels at their discretion.		✓
Quarterly Support Check-In and Review Trending analysis based on institutions' needs and prioritization for a proactive approach. Request for this review must be made in advance by the primary contact.		✓
Slack Channel Integration Assigned Dedicated Engineer can be integrated into client's Slack instance upon request.		✓
Rapid Deployment Assistance Dedicated Engineer will be involved with the installation team to partner with installation services.		✓

*Any questions regarding additional Support offerings should be directed to the Client Success Manager.