



PAYMENTS PLATNUM+, SIGNATURE SUPPORT AND EXPERT HANDS SERVICES

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

INTEGRATED PAYMENTS PLATINUM+ SUPPORT

1. Maintenance. Upon payment of applicable fees, Transact shall provide Client 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 Client 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 Client has scheduled a Software upgrade twenty (20) business days in advance with Transact and Client designated representative onsite at the location of the server on which the Software upgrade is being installed during the entire upgrade process, Transact will provide Client Support to new versions of the Software for up to three (3) hours before or after Transacts standard support hours 8AM to 8PM Eastern Standard Time, or on Saturdays from 9AM to 4PM Mountain Standard Time. Transact and Client will determine the upgrade will take and agree to an upgrade schedule.

2. Dedicated Support Engineer. Technical support engineers are assigned to individual Client 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 Transacts discretion.

4. Expert Hands Support. Platinum+ or Signature Clients 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 Client the five (5) available hours during any calendar quarter, Client has the to purchase additional hours at the then current hourly rate.

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

6. Personalized Success Path. Available upon request, Client'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, Client 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 Client purchases Signature Support, the following bonus services will be added to Clients subscription, in addition to all the Platinum+ offerings outlined above.

8. Customized Coaching for Onboarding and Implementation. For new and existing products, Client 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 Client, areas of improvement.

10. Early Alerts & Remediation. Transact agrees to proactively communicate with Client 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 Client has created and offer recommendations.

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

13. Key Event Management and Concession Support. Clients 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 Client, a technical support engineer can add enhancement requests to the Aha portal on behalf of the Client create a case to follow up.

INTEGRATED PAYMENTS – EXPERT HANDS CONSULTING

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

The cost of Expert Hands is based on Transact's then current hourly rate. After the work is reviewed, scoped and recommendations made, Transact will finalize the steps with the Client. Time required will be incorporated 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.
- 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 or you aren't satisfied with the outcome, we won't charge you.

Service	Description	Estimate	Hours	to
		Complete	Service	

Database Clone	An exact copy (clone) of the production database to the training database. Clients are eligible for one free annual database clone to their training environment.	The annual free clone is 12 months from the time of their last clone, not per calendar year. Transact can perform database clones at any time during the year per Client's request. (Minimum of five hours)
Credit Card Terminal	Non-SmartPay credit card terminal setup.	<i>Two Hours; One hour for subscription and an additional hour for deployment.</i>
Bank Change	Non SmartPay bank behind the ACH Merchant Account processing is changing	<i>Four hours Minimum - Hours vary based on the complexity of the request.</i>
Extract Changes	Any changes that require modification or an update to existing extract	<i>Hours vary based on the complexity of the request.</i>
SmartPay Bank Change	Creating a new SmartPay bank account for Client use	<i>One Hour</i>
After Hours Support	School is requesting support during hours outside of the business hours	<i>Hours vary based on the complexity of the request.</i>
Merchant Setup	Client is requesting that we set up their merchant from start to finish.	<i>Price is based on the Client's contract</i>

Outside of scope projects:

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