Transact Global Client Support Policy

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OVERVIEW AND INTRODUCTION

The mission of the Transact Client Support team is to provide best in class support for Transact products and services that ensures a superior client experience. Client Support is a customer- centric organization that is recognized for the technical skills of its team, for the optimal application of available resources and technology, and for the ability to create and deliver high-quality technical support services through knowledge share and collaboration. This document is intended to provide a general overview of support that the Transact Client Support team offers and is not intended to detail every scenario or item covered or not covered by Transact.

OUR COMMITMENT

Transact Client Support is committed to providing exceptional service and achieving the highest level of client satisfaction in the industry. Our technical support is delivered through an infrastructure that is comprehensive, up-to-date, responsive, reliable, and intuitive. Our commitment is to provide our clients with ease of contact and superior service, to resolve incidents in a timely manner, that exceeds our clients' expectations and to continually identify ways to improve the client experience.

YOUR PLEDGE

Resolving issues is a collaborative process. In order to provide a resolution in a timely manner, Transact relies on each client to have trained, skilled technical resources available for assistance. You understand and agree that it is your responsibility to ensure that your system files and databases are backed up on a daily and in no event is Transact responsible for data loss due to the inability to restore from backup.

You understand and agree that it is your responsibility to ensure that all authorized transactions are settled in a timely manner that is consistent with card association and merchant acquiring contractual obligations. Although Transact provides Payment Gateway and other solutions to authorize and settle electronic transactions for credit card-based purchases in conjunction with a licensed payment application, Transact is not responsible for any monetary losses due to either the client or the client's cardholders' transactions not settling successfully or for any fraudulent cardholder activity.

SYSTEM ADMINISTRATOR

The client will assign and designate a Transact Administrator for each critical component of their licensed system, who will be trained and certified by Transact.

Certified Administrator types include Transact System Enterprise, Cloud POS, Mobile Ordering and Payments and responsibilities include:

- Functioning as main point of contact for the Transact Client Support Center
- Conveying information about installed applications and system configuration to Transact as needed to troubleshoot issues
- Maintaining records of login/passwords for the operating system and Transact applications
- Performing regularly scheduled system and database backups
- Organizing access to all required software installation media, including operating system, Transact application software, system specific driver files, as well as application licenses and software codes

- Arranging access to all Transact required hardware, including POS devices (attended and unattended), devices used for POS imaging and restoration, and cables used for these devices
- Assisting Transact to resolve problems that require the client's active participation, whether to grant access, send a log file, or perform other actions necessary to resolve the issue. Transact will not locally store or move files from client servers that contains Primary Account Numbers (PAN) or sensitive data. File transfers will only be allowed through SFTP provided by Transact, WebEx shared drives or Remote Desktop Disk Drives using 128-bit encryption
- Keeping accurate documentation of any error messages or system notifications
- Planning and scheduling all services not covered under the support contract

FEEDBACK

Client feedback is vital to the success of any business. Your comments and feedback help us improve service performance for you and your business.

A web-based satisfaction survey is automatically emailed when a submitted case is resolved. We encourage you to complete this survey. The information collected is used to measure the impact of our performance and to improve our processes. Surveys are reviewed on a daily basis by the Client Support Management team in order to determine if the client interaction with the Client Support Team is timely and effective.

TRANSACT SCOPE OF SUPPORT

Transact Technical Support provides general assistance to client administrators, technicians and certified administrators for the following:

- Product Features
- Product Functionality
- Simple training questions
- Defect resolution

Questions outside this scope of support involving system design, Initial system implementation/installation and system requirements will be managed in conjunction with your assigned Client Success Managers and our Global Services teams. These teams can assist clients in addressing pre-sales questions and application matters on a time and materials basis.

Transact makes no guarantees, expressed or implied that support requests will result in the resolution of any problem or difficulty.

PRODUCT LINE SUPPORT POLICIES

Transact takes pride in our robust enterprise suite of products that serve our client's needs. Transact Product support is divided into three (3) key areas: Campus ID Solutions; Campus Commerce; and Transact Payments.

Please review the products that align with each area and click on policy for a more detailed explanation:

- Campus ID Solutions – Transaction System Enterprise, Online Photo Submission, Mobile Credential, Transact Door Security and Access, Meal Plans, TSE Hosted and eAccounts.
  For additional details regarding Campus ID Support, please review the Campus ID Support Policy

- Campus Commerce Solutions – Cloud POS, Mobile Ordering, TS SaaS, Campus Cash.

  For additional details regarding Campus Commerce Support, please review the Campus Commerce Support Policy

- Transact Payments Solutions - Tuition Payment Plans, ERP, ePayment, eMarket, eBill, Cashiering, Payment Processing Services (SmartPay and CampusPay), and Administration.

  For additional details regarding Transact Payments Support, please review the Transact Payments Support Policy

TRANSACT CLIENT SUPPORT CENTER INFORMATION

CLIENT SUPPORT HOURS OF OPERATIONS AND CONTACT INFORMATION

24X7 SUPPORT

Transact Technical Support provides year-round and holiday coverage for Transact Certified Clients and Administrators.

This 24x7x365 support is only available when the institution is experiencing a Severity 1 issue, total system outage, or Severity 2 issue, partial system outage.

Mission critical Severity 1 and Severity 2 issues are defined as those that result in site outages where a work around is not available and immediate resolution is required. A thorough explanation of each of these severity levels is provided later in this document.

Any calls received after hours that are not Severity 1 or Severity 2 issues will be handled the next business day.

The following process should be followed when making calls outside normal business hours

1. Call the standard support line number at 888-381-8054.

2. Follow prompts to leave a voicemail and page an on-call Technical Support Engineer.
3. The on-call Technical Support Engineer will connect within one (1) hour of receiving your call.

Always call and create a Severity 1 or Severity 2 case to ensure the fastest response.

STANDARD BUSINESS HOURS

Transact Support is open during the following normal business hours (excluding company observed holidays):

Monday – Friday, 8:00am-8:00pm EST* - Support can be reached at 888-381-8054

- Integrated Payments: Option, 1
- Campus ID and Transaction System Enterprise: Option, 2
- Campus Commerce: Option, 3
- TS SAAS: Option, 4
- Campus Cash: Option, 5

*If non-emergency Support is required, Transact does offer additional non-emergency Support during non-business hours upon request as a billable event. Please consult your Client Success Manager.

TRANSACT COMPANY HOLIDAYS

Transact observes the following holidays and clients are notified through the support bulletin located at the Connect portal.

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day After Thanksgiving

Christmas Day

AUTHORIZED CALLERS

Transact maintains a list of contacts authorized by a client, who is the contract holder, and for security purposes Client Support will not engage in a support issue unless the caller is on the approved contact list. To add or change the contact list names, please contact your Client Success Manager or update in the Connect portal.

The process and procedures used by Transact help to ensure that each support case is handled in the most efficient, thorough, and professional manner.

SEVERITY LEVELS

- **Severity 1:** A problem exists that renders the Transact Production System inoperable. The Transact System is experiencing a total system failure and there is no workaround or reasonable alternative method available.
- **Severity 2:** A major portion of the Transact System is not functioning AND there is no
    - workaround or reasonable alternative method available AND the use of this function is critical to business.
- **Severity 3:** A function of the Transact System is not working as a result of a problem. However, there is a workaround or reasonable alternative method available; OR a function is not working
    - and there is no workaround or reasonable alternative method available. However, the use of the function is NOT immediately critical to business, but the function is necessary.
- **Severity 4:** A function is not working as documented, and the incident has minor impact or no impact to business, but a fix is requested. Questions regarding existing system functionality.

RESPONSE TIME TARGETS

Severity Level	Initial Response Target	Description	Examples
1 (Critical)	1 hour (24x7x365)	A problem exists that renders the Transact Production System inoperable. The Transact System is experiencing a total system failure and there is no workaround or reasonable alternative method available.	System is down and will not restart All cards being denied No readers are working or are offline Server hard drive or operating system crash Door security is compromised in at least one location
2 (Major)	4 hours (24x7x365)	A major portion of the Transact System is not functioning AND there is no workaround or reasonable alternative method available AND the use of this function is critical to business. Part of the system is down while other parts remain functional.	Major functional component is unavailable A major Foreign Device Interface (FDI) is down (POS interface, UniPrint, Micros) Several "critical" readers are down (all food service readers/registers) A group of cardholders is not working
3 (Moderate)	24 hours	A function of the Transact System is not working as a result of a problem. However, there is a workaround or reasonable alternative method available; OR a function is not working and there is no workaround or reasonable alternative method available. However, the use of the function is NOT immediately critical to business, but the function is necessary.	**Single function failure** **Topics that are not time sensitive** **Report issues** **Software setup issues** **Printer issues**
4 (Low)	48 hours 8 a.m. - 8 p.m. EST Mon-Fri	A function is not working as documented, and the incident has minor impact or no impact to business, but a fix is requested. Questions regarding existing system functionality.	**Minor procedural issues or questions** **Instructional questions** **How to run specific reports** **UDF questions**

Transact's response time targets are designed to help the Client Support Team drive cases to a timely resolution. Transact Client Support exercises commercially reasonable efforts to meet the above response times but does not guarantee they will always be met. It's important to note that the time it takes to resolve an issue varies. Issue resolution can take longer if:

- Additional information is needed from clients, including copies of database records or logs
- Changes require monitoring for an extended period before resolution confirmed
- The issue is complex and requires 3rd party follow up or custom development
- Permission to access the on premise system is needed from the client

- Access to the system cannot be provided by the client
- Client contact information is not up to date on the Connect Client Portal. (Contact your Client Manager with any contact information changes)
- Campus staff unable to help troubleshoot
- Admin Access and or no access to remote in will cause further delays

PLATINUM+ AND SIGNATURE SUPPORT

Client success is a top priority at Transact. Transact offers the Platinum+ and Signature Support Program to clients with complex needs and ambitious vision. With industry-leading features such as an assigned dedicated Technical Support Engineer, personalized roadmap readiness, proactive services, and our fastest issue resolution. For additional details, please contact your Client Success Manager.

DEFECT PRIORITIZATION

This information is used to create a prioritized list of defects that are to be included in the next release. Factors used to determine defect prioritization:

- Severity of Case
- Solution Required by Date
- Impact on Implementation
- Workaround available
- Client agrees to wait for fix
- Impact on client Base
- Hotfix Requested

In its sole discretion, Transact my provide a hotfix to address an issue. Hotfixes will be included in the next available release to avoid regression when an upgrade is performed.

Workaround: An acceptable workaround is defined as a solution that allows the users to continue to use the system or allows the client to operate their business and associated software by modifying a portion of their process until a fix is available. Once a fix is ready for deployment, the fix will be in the form of a formal product release.

ENHANCEMENT REQUESTS (HTTPS://TRANSACT.IDEAS.AHA.IO/IDEAS)

Enhancement requests are reviewed and prioritized by our Engineering and Product Management Teams for inclusion in future releases. All enhancement requests are submitted and reviewed through the AHA idea portal here.

BACK TO SCHOOL PEAK SEASONS

At Transact, our passion and focus is Higher Education where the busiest times of year revolve around our clients back to school season. We have two peak seasons for back to school during the year; one in the spring semester (January/February) and another in the Fall (August through October).

During this time, the demand for Support has historically tripled and it's important to note, response times will be delayed during these peak times.

REMOTE ACCESS

The Client Support team requires administrative access to client systems to troubleshoot problems. We are sensitive to security issues and will work with each client to avoid unnecessary risks. The Client Support Team cannot connect to a client's system without recorded authorization from the client in the case being addressed. Permission to access the system is already granted for the purpose of Card Counts and License Renewals per your Transact license agreement.

TeamViewer may be used as a secure connection method for remote troubleshooting as it provides three-factor authentication. This connection method requires Internet access to the client's workstation or server and that the client be logged in to the Transact server. Transact Client Support Engineers will communicate instructions about how to share the desktop for troubleshooting.

Other third-party remote desktop/screen sharing software can be used. The client is responsible for initiating the session and maintaining any licenses necessary when using these systems. These applications must allow our Client Support to control the desktop and be able to Copy and Paste items to the remote system.

> Note: Other systems such as Zoom, and MS Teams seem to have issues with clipboard and can drastically increase time to resolution.

THIRD PARTY VENDOR SUPPORT

Transact will make commercially reasonable efforts to troubleshoot third-party hardware and software-related issues for products that integrate directly with and have been certified to work with Transact products. In the event a third- party vendor must be engaged, Transact Engineers can assist and provide guidance to help achieve resolution.

CONNECT' CLIENT SUPPORT WEB PORTAL

CONNECT CLIENT PORTAL (HTTPS://CONNECT.TRANSACTCAMPUS.COM)

All current and new clients have access to the Transact Connect Client Portal. If additional access is needed, please consult your Connect Portal system administrator to add new users or, if you do not have a Transact Portal administrator, please notify your Client Success Manager requesting access to the Connect Portal.

The Transact Connect portal allows clients to create, submit, and review cases, download manuals, search the knowledge base, and request Returned Merchandise Authorizations (RMAs).

The Connect Portal User Guide can be found here. All cases must be created through the portal or over the phone.

> Important: Once a case is opened through the portal or over the phone, you will be able to respond to the technician(s) working the case via email. Once a case is closed, emailing back to the email thread does not create a new case and will not be seen by a technician (there will be a response to the message advising this). A case may be re-opened upon request.

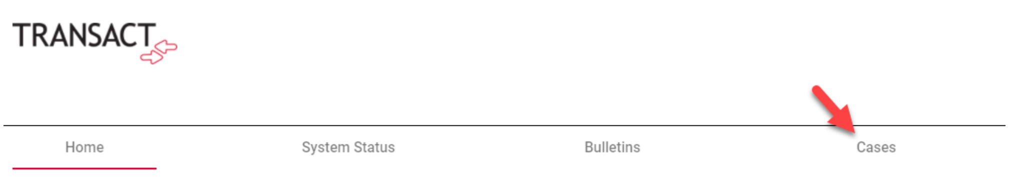
CASE MANAGEMENT

STEPS FOR CREATING A CASE

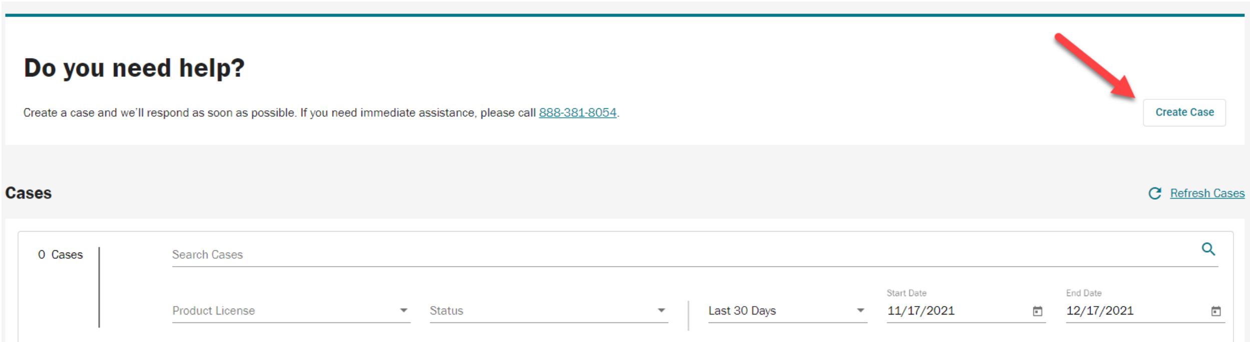
1) Login to connect.transactcampus.com

   (If you do not have credentials to access, please contact your client success manager.)

2) Select 'Cases' in the Top Row:



3) In the upper-right corner, click on the 'Create Case' button.



4) On the next screen that pops us, 'Briefly describe how we can help.' This will search our Knowledge Base to see if any articles may help you. If you don't find anything to resolve the issue, then click on the 'Create Case' button in the bottom-left corner of the window.

CASE NUMBER

Each request submitted to Client Support is logged and assigned a case number. This unique identifier enables you and the Client Support team to track the case until the problem is resolved. Refer to this number when requesting updates on a case.

CASE CLOSURE/RESOLUTION

A case will be closed if:

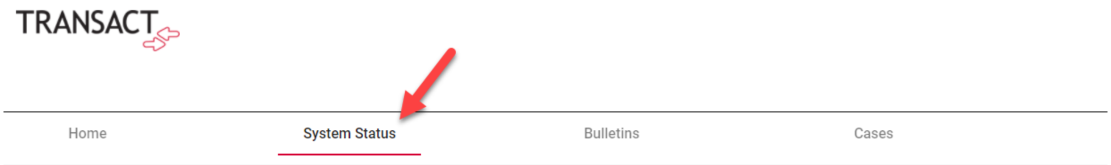
- A usability question was answered
- A fix was provided
- A satisfactory workaround was provided
- The issue pertains to a 3rd party application, not sold by Transact
- There is no response to requested information within 10 days of request
- Issue cannot be reproduced
- The issue is fixed in a newer release

- The Technical Support Engineer needs more information from the client to resolve the issue; however, the client has not responded within nine (9) calendar days
- The resolution can only be provided by an enhancement to the product that requires the client to submit an Enhancement Request through the Ideas section of the Support Portal
- When the RMA is processed the case will automatically be closed

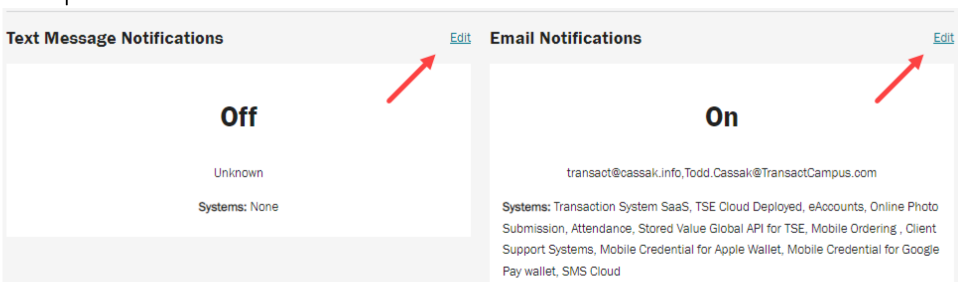
CRITICAL OUTAGE NOTIFICATION

Transact maintains 24x7 monitoring of critical systems and our team works as quickly as possible to notify our clients of any incidents or outages that occur. To stay informed of these critical outages clients must enroll within the Connect Portal to receive notifications and bulletins. To Enroll:

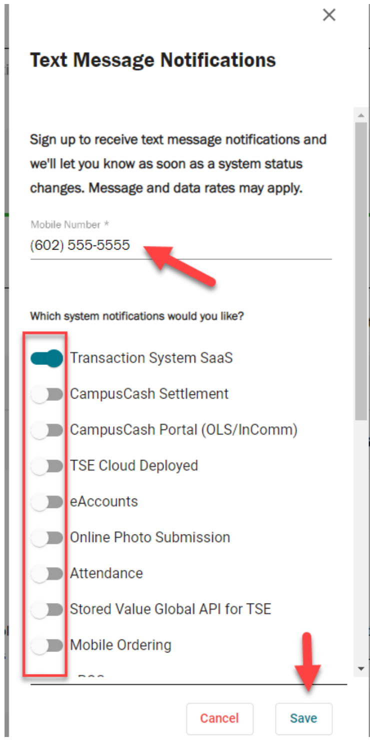
1) Login to the Connect Portal
2) For Text or Email Notifications for specific systems or services, choose ‘System Status’.

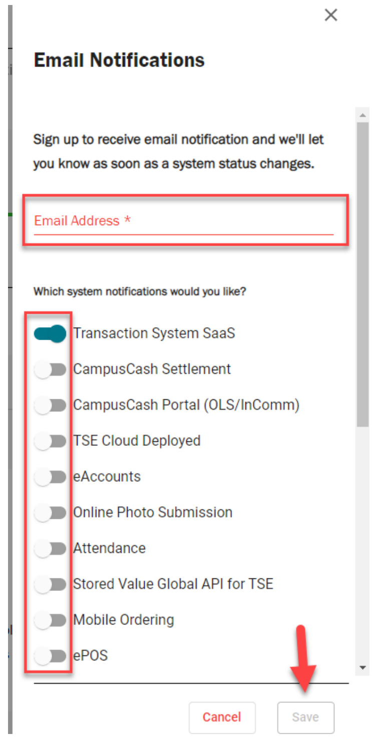


   a. Scroll to the bottom of the screen and you have two notifications that can be opted into: Text Message Notifications and/or Email Notifications. Click on the ‘Edit’ link for options.



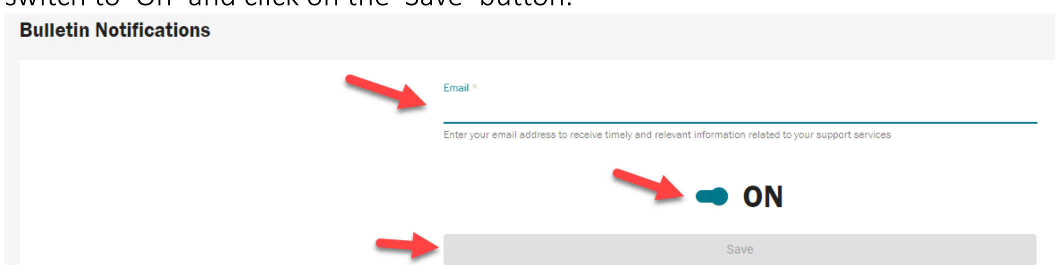
   b. On the next screens, enter your phone number on the Text Message screen or your email address on the other screen. Then turn on the options that you want to be notified about and click on the ‘Save’ button. These settings may be modified at any time.





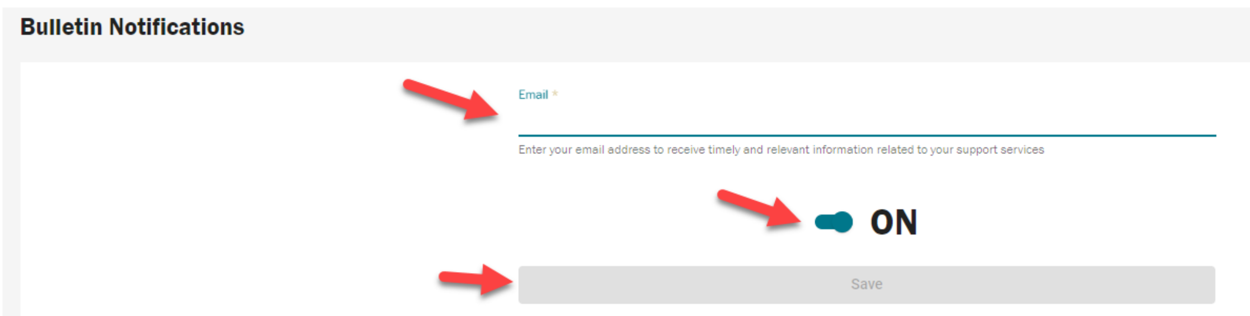
3) For Notifications about Transact as a whole, choose 'Bulletins'.

a. Scroll to the bottom of the screen and enter your email address. Then toggle the switch to 'On' and click on the 'Save' button.



BULLETIN NOTIFICATIONS

i. Login here
ii. Scroll to the bottom
iii. Type in Email
iv. Toggle ‘On’
v. Save



CLIENT STAFFING AND PRODUCT KNOWLEDGE

- Clients supplying their own environments shall provide adequate internal staff and/or external resources for support and maintenance independent of Transact. Staff may include certified and/or experienced personnel or readily available external consultants that can provide support for the environment where Transact software resides.
- Clients shall have adequate product knowledge in all areas outside of the Transact application suite. This includes operating systems, virtual environments (VMWare, Hyper-V, etc.), Oracle, etc.

ESCALATION PROCEDURES WITHIN TRANSACT

- All cases involving a client supplied environment shall be diagnosed and resolved using standard Transact applications and tools. Any cases based on non-standard tools, imports, utilities, or environment issues will be reviewed prior to acceptance by Support escalation resources and/or Transact Client Support management.
- Any case unresolved at first and second levels of Support may be escalated to a level II Technical Support Engineer. This can be requested over the phone or through the case. The TSE II may require logs and trace files from resources that are not directly accessible by Transact in the client environment. Failure to provide the requested data in unedited, raw format may result in refusal of case escalation and closure of the case.
- Cases with issues that cannot be reproduced in Transact test environments and have not been documented at other client sites may be closed. Cases cannot be reopened but may be reviewed with Transact Client Support management upon request.

END OF SUPPORT DEFINITIONS

- **End of Sale:** Transact will no longer offer the product for sale but will continue to offer maintenance and Support as contracted until otherwise communicated by Transact.
- **End of Hardware Support:** Transact will no longer offer an option to have the product on maintenance, and repairs will continue as Time and Materials services until repair components are no longer available. The hardware will still be operational within the Transact platform until further notice, provided the hardware is not in need of repair.
- **End of Software Support:** Transact will no longer offer an option to support a version of software or software support for particular hardware in the Transact System.
- **End of Life:** The product has been removed from Transact’s offerings and cannot be run in a production or test environment.

If you have any questions about Transact Client Support, contact Client Support at 888- 381-8054.