



Last updated: April 05, 2019

AMPLESPOT SUPPORT POLICY

This AmpleSpot Support Policy ("**Support Policy**") accompanies the AmpleSpot Terms and Conditions, available at <https://app.amplespot.com/legal/terms> or a successor URL (the "**Agreement**") entered into between you the Customer and AmpleSpot. Capitalized terms used in this Support Policy that are not defined herein have the meanings given to them in the Agreement.

AmpleSpot offers support services for the Products ("**Support**") in accordance with the following terms:

1. Support Hours

- Standard Support (included with all Subscriptions) - 9am to 6pm BST, Monday to Friday.
- Advanced Support (purchased separately) - 24 hours per day, 7 days per week.

2. Incident Submission

2.1. Customer may report errors or abnormal behaviour of Products ("**Incidents**") by contacting AmpleSpot via the following details:

- Live Chat which is available in the Dashboard, or
- Email at support@amplespot.com, or
- Telephone, number +44 203 384 6314

2.2. If the Customer procures the Products via the Partner, then unless explicitly agreed otherwise in writing with the Partner and confirmed in writing by AmpleSpot, the Customer must report the Incidents to Partner and not to AmpleSpot.

3. Cooperation

Customer will provide information and cooperation to AmpleSpot as reasonably required for AmpleSpot to provide Support. This includes, without limitation, providing the following information to AmpleSpot regarding the Incident:

- Aspects of the Product(s) that are unavailable or not functioning correctly
- Incident's impact
- The start time of the Incident
- List of steps to reproduce Incident

- Relevant log files or data
- The wording of any error messages

3. Incident Response

3.1. Amplespot support personnel will assign a priority level ("**Priority Level**") to each Incident and seek to provide responses in accordance with the table below.

Priority Level	Description	Target Response Times
Priority 1	Operation of Products is critically affected (not responding to requests or serving content) for a large number of users; no workaround available.	1 Hour
Priority 2	Products are responding and functional but performance is degraded, and/or Incident has a potentially severe impact on the operation of the Products for multiple users.	3 Hours
Priority 3	Non-critical issue; no significant impact on the performance of the Products but user experience may be affected.	12 Hours

4. Exclusions

4.1. Amplespot will have no obligation to provide Support to the extent an Incident arises from:

- i. use of the Products by Customer in a manner not authorized in this Agreement or the applicable Documentation;
- ii. general Internet problems, force majeure events or other factors outside of Amplespot's reasonable control;
- iii. Customer's equipment, software, network connections or other infrastructure;
- iv. Third-party systems, acts or omissions; or
- v. Scheduled Maintenance or reasonable emergency maintenance.