



## Apromore Support Plan

### GENERAL

The support plan is a subscription support offering that includes access to resources to help customers use and maximize their associated Apromore subscriptions. It will be provided to Customer's Admin Users in accordance with the description outlined in this document. Customer is responsible for evaluating any advice or guidance received from Salesforce as part of this support plan and for implementing any such advice and guidance. All support is provided in English only.

### CONTACTING SUPPORT

Customer and Partner users may contact technical support for help as per [Apromore Help knowledge article](#).

### SUPPORT PLAN ENTITLEMENTS

Support will be provided **Monday to Friday, during the hours between 09:00 and 17:00 in the customer's local timezone** as well as based on priority of the issue reported by Customer to Salesforce. Salesforce will respond regarding support issues with the appropriate resources and urgency as set forth in the table:

Tier	Definition	Target Initial Response Time
Sev 1	<b>Severity Level 1 - Critical</b> Business stopping and no acceptable workaround. Imminent threat to key business or near-term business milestones posing financial risk	6 hours
Sev 2	<b>Severity Level 2 - Urgent</b> Key business impacting, no workaround	1 business day
Sev 3	<b>Severity Level 3 - High</b> Key business impacting with workaround, OR non-key business impacting no workaround	2 business days
Sev 4	<b>Severity Level 4 - Medium</b> Non-key business impacting with workaround, OR not business impacting	3 business days



## **REPRODUCING ERRORS**

Salesforce must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Salesforce to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, users may be asked to provide Salesforce access to their application for troubleshooting purposes.

## **ADDITIONAL DETAILS**

### **Exclusions**

This support plan does not include any of the following:

- Implementation of the Services
- Assistance with password resets
- Assistance with usernames
- Assistance with non-Salesforce products, services or technologies, including implementation, administration, connection to, or use of third-party enabling technologies such as databases, computer networks, communications systems, data stores
- Assistance with AppExchange or other marketplace applications, whether authored by Salesforce or a third party
- Assistance for Users other than Customer's Admin
- Feature requests
- Assistance in any language other than English
- Travel

### **Plan Materials**

Any materials provided by Salesforce to Customer as part of this support plan are the confidential information of Salesforce and may not be copied, disclosed or distributed to anyone other than Customers' Users entitled to receive the applicable plan. Salesforce retains ownership of all intellectual property rights in the materials and reserves all rights in the materials not expressly granted to the Customer.

### **Changes to Support Plan**

Salesforce may modify this support plan from time to time, provided the level of service under the plan will not materially decrease during a subscription term.

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