



## Service Description – Enterprise Plan

### (1) General

- a) You must be a current Enterprise plan customer to be eligible for the Enterprise Plan Services.
- b) The Enterprise Plan Services apply to your use of the Core Services (as defined in the Agreement).
- c) The Enterprise Plan Services excludes any support for: (a) any Services other than the Core Services; (b) any version of the Core Services other than the current version made available by us; (c) unless expressly noted in this Service Description, use of the Core Services in conjunction with Third Party Products; (d) any modifications to the Core Services made by any party other than Mitti or its subcontractors; (e) No-Charge Services; and (f) defects or failures in the Core Services beyond Mitti's reasonable control.

### (2) Enterprise Plan Services

A full list of Enterprise Plan Services is available at <https://mitti.com/pricing>

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| 24/7 Priority Support <sup>1</sup> | <ul style="list-style-type: none"><li>- 24 hours per day, 7 days a week</li><li>- Phone, email and chat support available</li><li>- Contact us at: <a href="https://mitti.com/contact-us/">https://mitti.com/contact-us/</a></li></ul> <p>Any support requests will be allocated a priority status identifier in the queue and responded to on a first-priority basis ahead of other requests.</p>                                                                                                                                                 |
| Success Team <sup>2</sup>          | <ul style="list-style-type: none"><li>- 8 hours per day, Monday – Friday</li><li>- Phone and email support available</li><li>- Role / Responsibilities</li></ul> <p><b>Customer Success Manager:</b> Support post-onboarding. Ensure that Core Services deliver desired customer outcomes. Coordinate internal resources to support you with a focus on enablement and adoption.</p> <p><b>Support Engineer:</b> Technical expert that will support your use of the Core Services and your use of the Core Services with Third Party Products.</p> |

<sup>1</sup>24/7 Priority Support: Support is not available for sandbox environments, analytics or any other requests that require input from our Product or Engineering teams, unless requested at least two (2) weeks in advance and agreed with Mitti. Support is available in English.

<sup>2</sup> Success Team: The Success Team will be available from 9:00AM to 5:00PM Monday to Friday for the following time zones: Central Time (UTC-6), Western Europe (UTC+0) and Australian Eastern Standard Time (UTC+10). Availability will be determined by the time zone applicable to your assigned Success Team. Contact details for your Success Team will be provided to you in writing on or after the date that Mitti accepts your Order for the Enterprise Plan Services.