



# Make Enterprise

## Support Service Description & Service Level Agreement (Uptime)

# Make Support Plan Details

Support Plan	Support Hours	Target Initial Response Time			
		Sev 1	Sev 2	Sev 3	Sev 4
Core	9:00AM - 5:00PM (Mon - Fri)	Non-defined			
Pro	8:00AM - 7:00PM (Mon - Fri)	Non-defined			
Teams	8:00AM - 7:00PM (7 days a week)	Non-defined			
Enterprise	24/7 365 days week	2 hour	6 hours	2 business days	3 business days

Severity Level	Definition
Sev 1 - critical	Any loss of or significant delays in execution processing impacting multiple customers or an irrecoverable loss of data.
Sev 2 - high	At least one mission critical feature or function is inaccessible or non-responsive in a manner that prevents multiple customers from using the application to monitor, create, or modify workflows.
Sev 3 - medium	Any problem that affects the performance of the application in accordance with documented capabilities that does not meet the criteria identified for Severity 1 or Severity 2 and/or has been downgraded to Severity 3.
Sev 4 - low	Examples: Inquiries on system functionality, operation system/platform inquiries, status updates on customization, Workarounds, permanent fixes.

*After the assignment of a ticket number and a priority, we will use commercially reasonable efforts to respond to the incident within the Target Initial Response Times (see above) and to subsequently acknowledge the incident and provide a resolution. An incident resolution may consist of a fix, workaround, service availability or any other solution we deem reasonable.*

*The response times are calculated during the support service hours in your local time zone.*

# Make Support Services

Support Service Availability our Support Specialist are available and reachable for you as follows:

Support Services	Core, Pro, Teams	Enterprise
Support Hours	Subject to subscribed plan	24/7 365 days week
Language	English	English
Dedicated Slack channel	n/a	Shared slack channel between Make and Customer during onboarding (first 30 days)
Dedicated E-mail contact	n/a	helpdesk.enterprise@make.com
Customer support portal access (visibility of tickets & direct interaction)	no	Yes (upon availability in Q4 2023)
Dedicated Customer Success Manager	no	yes



# Make Cloud

## Service Uptime

# Make Enterprise Platform: Cloud Service Uptime

## Make Enterprise Cloud Service Uptime: 99.5%

We will use commercially reasonable efforts to provide you access to the Cloud Service on a twenty-four hour, seven days a week (24x7) basis at an uptime rate of 99.5 % calculated monthly (“Uptime SLA”)

However, we may not be able to guarantee the uptime rate in some cases. Thus, the Cloud Service Uptime Measurement shall not apply to performance issues caused by the following:

- ❖ Unavailability of generic internet services (e.g. DNS servers),
- ❖ A result of your equipment or third-party computer hardware, software, or network infrastructure not within our control including but not limited to overall internet services congestion, slowdown, or unavailability
- ❖ Virus or hacker attacks and Force majeure events
- ❖ Actions or inactions of you or third parties beyond our control
- ❖ Scheduled SaaS infrastructure Maintenance (see below)

## Scheduled Maintenance

Scheduled Maintenance may cause short breaks in the availability which shall not count into the Cloud Service Uptime, whereas the downtime occurring due to a single Scheduled Maintenance event shall in no case exceed 4 hours. Where such Maintenance activities are scheduled we shall endeavor to do so outside of the applicable peak hours (peak hours are the times with highest traffic across all instances within one region) and shall provide at least 1 week prior notice of any Scheduled Maintenance via the standard communication means (e.g. Status Page or Slack), where reasonably possible.