

Make Enterprise

Support Service Description &
Service Level Agreement (Uptime)

Make Enterprise Support Services

Make Support plan details

Support Plan	Support Hours	Target Initial Response Time			
		Sev 1	Sev 2	Sev 3	Sev 4
Basic (Core, Pro, Teams)	9:00AM – 5:00PM CET (Mon – Fri)	Non-defined			
Enterprise	8:00AM – 7:00PM CET (Mon – Fri)	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.

Make Support Services

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

Support Services	Basic	Enterprise
Support Service Hours	9:00AM - 5:00PM CET (Mon - Fri)	8:00AM - 7:00PM CET (Mon - Fri)
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)
Dedicated Customer Success Manager	no	yes

Make Enterprise 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 SLA 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.