



goodfinity

Goodfinity Technical Support Service Guidelines

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The following technical support services guidelines ("Guidelines") apply to support services for Goodfinity Services ("Services"), Pre-GA Offerings (and similar offerings), subject to Section 5 (Excluded Services and Editions) below which identifies the services, editions and offerings that are not eligible for support services. Capitalized terms not defined herein have the meaning set forth in the agreement that governs Customer's use of Goodfinity Services ("Agreement").

1. Support Request Submission

1.1 Customer Efforts to Fix Errors. Prior to making a Request to Goodfinity, Customer will use reasonable efforts to resolve issues and fix any error, bug, malfunction or network connectivity defect without escalation to Goodfinity. Customer Contact may then submit a Request for technical support as specified at www.goodfinity.ca or as such URL may be updated by Goodfinity.

1.2 Characterization of Requests. Customer will designate priority when submitting Requests. On receipt of a Request from a Customer Contact, Goodfinity will determine whether the Request is a "Service Unusable," "Standard Request" or a "Feature Request" (as defined in Section 7 (Definitions)). Any such determination made by Goodfinity is final and binding on Customer. Goodfinity reserves the right to reclassify Customer's Priority designation if (i) Goodfinity believes that Customer's Priority designation is incorrect or (ii) Customer fails to maintain continuous availability, as described in Section 1.3 (Procedures for Acknowledgement and Resolution of Requests). Goodfinity will inform Customer of any such reclassification in Goodfinity's response to the support Request. Customer may appeal any such reclassification to Goodfinity's Support management for review through any available support channel. Any reclassifications by Goodfinity of the Priority designation pursuant to subsection (ii) will be reversed if Customer resumes continuous availability in accordance with Section 1.3 (Procedures for Acknowledgement and Resolution of Requests).



1.3 Procedures for Acknowledgement and Resolution of Requests. When making a Request, Customer will provide requested diagnostic information including but not limited to: (i) describing the problem, the configuration, and Customer's network; (ii) providing relevant data; and (iii) answering questions and assisting Goodfinity Support Personnel as appropriate. Customer must provide up-to-date contact information (i.e., phone or email) to assist with data gathering, testing and applying resolutions. In the case of P1 Requests, Customer must maintain continuous availability until resolution of such Requests.

1.4 Request Acknowledgement. Goodfinity may respond to a Request by acknowledging receipt of the Request. Customer acknowledges and understands that Goodfinity may be unable to provide answers to, or resolve all, Requests.

1.5 Feature Requests. If Goodfinity deems a Request to be a Feature Request, Goodfinity will log such Request for consideration to add to a future update or release of the Services and will consider the matter closed. Goodfinity is under no obligation to respond to or resolve any Feature Request or to accommodate any such Feature Request in any future update or release.

2. Accessing Support

2.1 Goodfinity Help Center. Customer's End Users of the Services may access the Goodfinity Help Center at www.goodfinity.ca or such other URL as Goodfinity may provide. Customer is responsible for responding to any questions and complaints from End Users or other third parties relating to Customer's or its End Users' use of the Services, with such support services to be provided at Customer's own expense.

2.2 Customer PIN. Customer is required to provide a current Customer PIN when making a Request. Customer will obtain such Customer PIN in the Admin Console in order to access and receive support for the Services from Goodfinity. If Customer is unable to provide the current Customer PIN when prompted, Customer will only be able to access the Goodfinity Help Center and post a question to its online help forum, until such time as the Customer PIN is restored. The Customer PIN may be updated periodically and is only available in the Admin Console.



2.3 Compliance with Applicable Law. Goodfinity will not provide TSS if prohibited from doing so by applicable law.

2.4 Pre-General Availability Offerings.

- i. Pre-GA Offerings. Goodfinity has no obligation to provide TSS for Pre-GA Offerings (as defined in the Service Specific Terms) or any offerings identified as “Preview,” “Alpha,” “Beta,” “Experimental,” or similar designation.
- ii. Pre-GA Support Offerings Terms. Goodfinity may make available to Customer pre-general availability technical support services or features, in each case that are identified as “Preview,” “Alpha,” “Beta,” “Experimental,” or similar designation in related documentation or materials or are not yet listed in these Guidelines (collectively, “Pre-GA Support Offerings”). While Pre-GA Support Offerings are not TSS, Customer’s use of Pre-GA Support Offerings is subject to the terms of these Guidelines, as amended by this Section (Pre-GA Support Offerings Terms) and any additional terms provided to Customer in the Goodfinity Support Tool or order form or otherwise presented by Goodfinity (the “Additional Pre-GA Support Terms”). In the event of conflict between the terms of these Guidelines and the Additional Pre-GA Support Terms, the Additional Pre-GA Support Terms govern.
 - A. Pre-GA Support Offerings may be changed, suspended, or discontinued at any time without prior notice to Customer.
 - B. At its option, Customer may provide feedback and suggestions about the Pre-GA Support Offerings to Goodfinity (“Pre-GA Support Feedback”). If Customer provides Pre-GA Support Feedback, then Goodfinity and its Affiliates may use that Pre-GA Support Feedback without restriction and without obligation to Customer, excluding any Pre-GA Support Feedback marked as Customer Confidential Information.
 - C. Target initial response times and language support as described in these Guidelines may be different or unavailable for Pre-GA Support Offerings.

3. Support Levels

3.1 Generally. As part of Customer's order of the Services, Goodfinity will provide Standard Support to Customer. Customer may order additional TSS for an additional fee.



3.2 Standard Support. Customer will receive the following:

- i. Automatic product upgrades of the Services
- ii. Maintenance updates of the Services
- iii. Online self help and training for End Users and Administrators designed to assist Customer with implementation and use of the
- iv. Ability to submit a support Request
- v. Status Dashboard and support portal providing real-time publicly available status information for the Services

3.3 Fee Commitments. Some TSS require a 1-year fee commitment. When Customer enrolls in such TSS, any applicable Fees will be pro-rated for that month and then continue to apply for each month in the 1-year commitment period.

3.4 Support Hours and Target Initial Response Times.

- i. Goodfinity will provide access to Goodfinity Help Center support for Customer on a 24 x 7 basis.
- ii. Target Initial Response Times.

Target Initial Response Times during the Hours of Operation

- P1- 4 Hours (24x7)
- P2- 8 Hours
- P3- 24 Hours
- P4- 24 Hours

3.5 Enhanced Support. Enhanced Support will be provided in English language (24x7) submitted outside of Business Hours, Goodfinity will respond within the target initial response times stated for Standard Support.

- i. **Value Add Services.** Customer may purchase the following Value Add Services for Enhanced Support for an additional fee.
 - a. **Technical Account Advisor Service (TAAS).** Customer will receive access to a Technical Account Advisor. TAAS includes: (a) guided support onboarding, (b) guidance on best practices for case handling, (c) management of technical support escalations, (d) reviews of operational and case metrics, and (e) recommendations for training and optimization of the Services.

4. Excluded Services and Editions

Notwithstanding any term of the Agreement that may indicate otherwise, and in addition to the exclusion set out in Section 2.4(i) (Pre-GA Offerings): (i) Goodfinity does not offer TSS for any outdated products or services, as determined by Goodfinity.



5. General Provisions

5.1 Maintenance. To ensure optimal performance of the Services, Goodfinity performs periodic Maintenance. In most cases, Maintenance will have limited or no negative impact on the availability and functionality of the Services. If Goodfinity expects planned Maintenance to negatively affect the availability or functionality of the Services, Goodfinity will use commercially reasonable efforts to provide at least seven days advance notice of the Maintenance. In addition, Goodfinity may perform emergency unscheduled Maintenance at any time. If Goodfinity expects such emergency unscheduled Maintenance to negatively affect the availability or functionality of the Services, Goodfinity will use commercially reasonable efforts to provide advance notice of such Maintenance. Maintenance notices will be provided via the Goodfinity Dashboard, Admin Console and/or support portal. In addition, if Customer subscribes to Maintenance notices, Customer may also be able to receive email and/or RSS Feed notifications of Maintenance.

5.2 Language. Except as stated otherwise in these Guidelines, all support provided by Goodfinity Support Personnel pursuant to these Guidelines will be provided in English language.

5.3 Term of Support. Goodfinity will only provide the support services described in these Guidelines during the term of the Agreement and will have no obligation to provide any support services to Customer after the expiration or termination of such Agreement.

5.4 On-site Support. Goodfinity may, at its discretion and upon approval from Customer, send Goodfinity Support Personnel on-site in response to an issue that cannot be resolved remotely. Goodfinity Support Personnel performing support at Customer's facilities will comply with Customer's reasonable onsite policies and procedures made known to Goodfinity in writing in advance.

6. Definitions

For the purpose of these Guidelines, the capitalized terms below will have the following meanings:

6.1 "Business Hours" means business hours in British Columbia, namely, 09:00 to 17:00 on Monday to Friday Pacific Standard Time.

6.2 "Customer Contacts" means Administrators designated in the Admin Console.



6.3 "Feature Request" means a Request by a Customer Contact to incorporate a new feature or enhance an existing feature of the Services that is currently not available as part of the existing Services.

6.4 "Goodfinity Support Personnel" means the Goodfinity representatives responsible for handling technical support requests.

6.5 "Hours of Operation" means the hours listed above in PST.

6.6 "Maintenance" means maintenance work that is performed on hardware or software delivering the Services.

6.7 "Priority" means the level of impact a Request is having on Customer's operations and is used to establish target response times. Definitions of available priority levels can be found on our help centre: www.goodfinity.ca

6.8 "Request" means a request from Customer to Goodfinity Support Personnel for technical support to resolve a question or problem regarding the Services and Chrome.

6.9 "Service Unusable" means a production issue that prevents more than one of Customer's End Users from access to, or use of, the Services, or where Customer's network is not receiving any inbound email (and/or sending outbound email) from the Services. Customer must identify a Request as Service Unusable by designating it as a P1 Priority support Request.

6.10 "Standard Request" means a Request made by Customer to Goodfinity that is not a Service Unusable Request or Feature Request.

6.11 "Supported Platform" means an operating system and version for which (i) Is released by Goodfinity and (ii) support under these Guidelines is provided. Goodfinity may choose not to respond to issues with preview versions or preview features.

6.12 "Value Add Services" means additional TSS available to Customer for an additional fee.