

BuildOps Support Policy

1. Overview

This Support Policy describes the technical support services provided by BuildOps to its Customers who have entered into an Agreement for BuildOps' Services. This Support Policy is incorporated into and subject to the terms of the applicable subscription agreement between BuildOps and Customer (the "Agreement"). Capitalized terms not defined herein have the meanings set forth in the Agreement.

2. Scope of Support

Provider will provide technical support for the Service as described in this Policy during the term of Customer's active subscription.

a. Support includes:

- i. Platform functionality and configuration.
 1. Questions on how to use features available within Customer's subscribed BuildOps modules.
 2. Guidance on configuration, settings, and supported workflows within the Service.
 3. Help interpreting product behavior, system messages, and logs related to the Service.
- ii. Troubleshooting and issue resolution
 1. Investigation of errors, defects, or unexpected behavior in the Service reported by Customer.
 2. Workarounds where reasonably available and, where appropriate, escalation to BuildOps engineering for defect review and remediation in line with BuildOps' internal processes.
 3. Confirmation of known issues and status updates on fixes where a defect has been identified.
- iii. Access, performance, and connectivity
 1. Assistance with login issues, account access, and user permissions within the Service.
 2. Guidance on basic connectivity issues between Customer and the Service (including confirming Service availability and browser compatibility).
 3. Support for data access within the Service (including locating records and validating standard in-product imports/exports).
- iv. BuildOps-supported integrations and data utilities
 1. Technical support for BuildOps-supported, generally available integrations and APIs, limited to:
 - a. Verifying BuildOps-side configuration and connectivity.

- b. Validating that data is being sent to or received from the Service as designed.
 - c. Reviewing error messages surfaced in the Service and advising on next steps.
 - d. Support for standard import/export tools and templates provided within the Service.
 - v. Service updates and standard product behavior
 - 1. Clarification of new or changed functionality resulting from standard product releases.
 - 2. Assistance determining whether requested behavior is supported by current product capabilities
 - b. Support does not include
 - i. Professional services and custom work
 - 1. Custom development, scripting, or modifications to the Service or Customer systems (including custom integrations, workflows, or reports not provided as part of the generally available Service).
 - 2. Data migration or bulk data manipulation services beyond guidance on use of standard, self-service tools.
 - 3. Business process consulting, implementation design, or optimization services outside of explaining how the Service functions.
 - ii. Third-party and Customer-controlled systems
 - 1. Troubleshooting or configuration of Customer's hardware, operating systems, networks, or other infrastructure.
 - 2. Administration, configuration, or troubleshooting of third-party software, systems, or services (including email providers, identity providers, ERPs, accounting systems, or other external applications), except for:
 - a. Verifying BuildOps-side configuration for supported integrations.
 - b. Confirming whether data is being sent to or received from such systems by BuildOps as designed.
 - 3. Resolution of issues caused by third-party changes, outages, or defects, although BuildOps may provide reasonable guidance where feasible.
 - iii. Unsupported use and non-standard configurations
 - 1. Issues arising from use of the Service in a manner not authorized by the Agreement or Documentation, including unsupported browsers, devices, or configurations.
 - 2. Troubleshooting for environments or configurations that differ materially from BuildOps' documented prerequisites or recommendations.
 - 3. Attempts to modify or override system behavior, security controls, or limitations that are part of the intended design of the Service.
 - iv. Customer responsibilities and content
 - 1. Creation, validation, or maintenance of Customer data, business rules, or internal procedures (including accuracy of entries,

- accounting treatments, tax decisions, or compliance-related determinations).
- 2. Training of Customer personnel beyond answering specific questions about usage and configuration of the Service; comprehensive training programs, enablement, or onboarding are outside the scope of Support and may be provided as separate services.
- 3. Operational support such as acting on behalf of Customer to run its business processes (including dispatching technicians, scheduling jobs, sending invoices, or otherwise operating Customer's business).
- v. Other exclusions
 - 1. Support for beta, preview, or experimental features identified by BuildOps as unsupported or "as-is," except as expressly stated in writing by BuildOps.
 - 2. Any work reasonably classified as a project (including multi-step configuration rollouts, large-scale data cleanup, or complex integration design), which may be addressed via separately scoped professional services.

3. Support Contact and Hours

Customer can contact support by:

- a. +1 323 487 8882
- b. support@buildops.com
- c. on web app

Support Hours: 24/7/365

4. Exclusions

BuildOps will have no obligation to provide Support to the extent that a support issue arises from (a) user of the Service by Customer in a manner not authorized in the Agreement or the applicable Documentations; (b) general internet problems, force majeure events outside BuildOps' reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; or (d) third party systems, acts, or omissions.