ADDENDUM 1
ACW SUPPORT SERVICE

This **ACW Support Service Agreement** ("**Agreement**") includes the ancillary agreements 1) Definitions, 2) Terms and Conditions for all Agreements and 3) Mutual Confidentiality Agreement and are incorporated herein by reference.

The ActivityHD Software ("**Software**") is an integrated set of financial software for accounting.

ACW Support Service is meant to create a strong mutual partnership between AccountingWare and **Customer**. AccountingWare has a fundamental business interest in the **Customer** having a successful experience with the **Software**.

This unique ACW Support Service is intended to be a support lifeline for our **Customer** to use without fear of incurring unplanned expenses related to usage of the **Software**. This program grants special access to our support team for prompt responses to inquiries and minor issues with the **Software**. We encourage the **Customer** to seek immediate assistance instead of being frustrated using the **Software**.

It's important to note that this service is not designed as a substitute for formal training or to provide accounting services. Rather, it is tailored to offer quick solutions and guidance, bypassing the need for extensive searches through help documentation for operational queries or issues encountered during regular **Software** use.

This proactive and transparent support model is part of our commitment to enhancing user experience and ensuring that the **Customer** can fully leverage AccountingWare to efficiently meet their business needs in automated accounting.

1. Services Included Under ACW Support

The ACW Support Service is specifically tailored to address minor issues and respond to targeted inquiries. It is intentionally structured such that the duration of engagements with a support professional is not expected to exceed one hour in most instances. This design ensures efficient resolution of issues and direct answers to queries, aligning with the service's goal of providing concise and effective support.

The following examples are representative of the variety and complexity of the service to be provided.

1.1 In general, any assistance that can be rendered in less than 15 minutes.

1.2 Questions related to the operational use of the **Software**.

1.3 Questions related to how to obtain specific information from the **Software**.

1.4 Questions related to **Software** best practices.

1.5 Assistance with issues involving S**oftware** bugs is provided regardless of the time it takes to resolve.

1.6 Assistance with seldom used features such as year end closing or annual governmental reports.

1.7 Upgrade actions and related issues.

1.8 Administrative issues such as login assistance, licensing, security, and access. See note 2.9 under services not covered.

1.9 Items related to a formal statement of work (sow).

1.10   Performance as related to the ActivityHD application.

1.11   Changes in S**oftware** behavior.

2.   Services Not Covered Under this Agreement

Sometimes it is easier to define boundaries of the service, rather than the service itself. The following are examples of services that are outside the scope of ACW Support Service.

2.1   ACW Support Service is not a service that is a substitute for training!

2.2   ACW Support Service is not meant to perform operations with **Customer** data where the AccountingWare support personnel are effectively providing accounting services.

2.3   Support related to Client Access devices.

2.4   Support related to customizable features of the **Software** including 1) custom Bots, custom Report Designs, Check or remittance advice changes, custom interfaces to Third-Party applications, etc.

2.5   Support of products that operate with derivative ActivityHD data, such as Excel (outside of the context of Financial Reports), Power BI , etc.

2.6   New Feature implementation. It is not uncommon for ActivityHD to incorporate new features that supplant old features. AccountingWare has a sincere desire that the **Customer** begin using the new features, but is under no obligation to re-engineer the setup work for the **Customer** to switch from old feature to new feature unless under a formal SOW.

2.7   Element Design and Implementation. Note "elements" are a special feature of the CRM package.

2.8   Assistance with or data changes made by a Third-Party application that **Customer** uses in conjunction with ActivityHD.

2.9   Changes to **Customer** network, computers, location, ISP, etc.

2.10 Changes to security access and setting up new security accesses after the Implementation Phase.

3.   How to access ACW Support Service

3.1   Telephone: 800-678-8500

3.2   Email: support@accountingware.com

3.3   Afterhours (including holidays): 800-678-8500

4.   Service Delivery Mechanics

4.1   ACW Support Service may, at our discretion, be delivered as on-line help, videos, FAQ's, training guides and templates and the use of email, chat, or live help.

5. Billable Service

5.1 Should a ACW Support Service request venture into areas that necessitate consulting services, our support staff will clearly communicate this transition and discuss potential consulting fees before proceeding with any billable support.

6. Recorded and Logged

6.1 Recording of Communication. Pursuant to the terms of this Agreement, the **Customer** and **Customer** representatives acknowledges and consents that all communications with the **Software** support team may be recorded. Such recordings shall be conducted in accordance with applicable laws and regulations governing the recording of conversations. The **Customer**'s execution of this Agreement shall constitute its irrevocable consent to the recording of all such communications, acknowledging the understanding and acceptance of this condition as part of the Agreement's terms.

6.2 Email, Chat and Live Communication is Logged. All **Customer** interaction will be logged by the AccountingWare support team.

7. Service Level Agreement

7.1 Hours of Operation. The hours of operation for ACW Support Service is 8:00 am to 5:00 pm, Central Time USA, Monday thru Friday of each week except for the following holidays: New Years Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day. If any of these days fall on a weekend, then AccountingWare will publish the exact days of non-operation.

7.2 Response Time. Our goal is to respond to your ACW Support Service request in less than one hour.

7.3 Emergency. For emergency services outside of the hours published in this Section, please call our regular number and you will be connected to a service which will in turn activate a call back from one of our support professionals. Additional fees may be charged for afterhours assistance.

8. Customer Responsibilities

8.1 Training. If training is required beyond what is provided in the Core Implementation, it will be charged at the hourly rate in effect at that time. ACW Support Service is not to be considered an alternative to formal training.

8.2 Qualified Personnel. The ability of AccountingWare to provide efficient support is predicated on the end-user being proficient in accounting and computer related matters. If it becomes evident that an end-user is not sufficiently experienced with accounting, computers or ActivityHD software to interact with the support professional, then one of the following courses of action will be proposed:

8.2.1 AccountingWare Support professional will request to interact with a more experienced user who can subsequently communicate the information to the inexperienced user, or

8.2.2 AccountingWare Support professional will advise the inexperienced user that additional training is required and that arrangements should be made for that training.

8.3 Customer Data Access. **Customer** must provide access to the ActivityHD application and Customer Data for a successful support session. The tool of choice is Microsoft Teams to facilitate voice

communication, screen sharing, file sharing and recording. Customer Data disclosed during the support session is protected by the Mutual Confidentiality Agreement.

8.4   **Customer** Equipment. The **Customer** must maintain equipment for access to the service that is compatible with the minimum found on the current system compatibility list. [System requirements.pdf (accountingware.com)](accountingware.com)

9. Miscellaneous

9.1   Support Personnel Errors. As with any human endeavor, support personnel can make errors. We will not charge for any consulting or support services that are related to these errors.

9.2   Bots. Some Bots are included in the **Software** and are listed in Addendum 2 to ISOW. Any changes required to make these Bots functional after the initial Implementation phase (ISOW) are billable to the **Customer**. For example, if the Bank Reconciliation bot is working at the end of the Implementation phase, and the bank changes formats or the **Customer** changes banking relationships, then the Bot may cease to function. This will require a billable SOW to maintain usage of the Bot.

9.3   Custom Bots. If you request a Bot as a custom project in a SOW, or if you are provided a Bot after Implementation, then any changes required to maintain the functionality of the Bot are billable.

ADDENDUM 2
TESSITURA BRAND USAGE TERMS

Tessitura® is a registered trademark of Impresario L.L.C. and is used by the Tessitura Network, Inc. under license.

The Tessitura Network, the licensor and developer of Tessitura Software, does not support or verify the effectiveness of the integration or the capabilities of this product. Any and all support and questions regarding this application should be directed solely to **AccountingWare®**.