

Overview

The SaaS Add-On Trusted Operations Advisor Service (“**Trusted Advisor**” or “**Service**”) is a value-add offering providing Customer with an assigned technical point of contact who is a specialist in the Arctera SaaS service (“**SaaS**”) for which Customer has an active underlying SaaS subscription (“**SaaS Subscription**”).

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for the Trusted Advisor described in this Service Description and provided by Arctera. This Service Description may be updated by Arctera from time to time in its sole discretion, provided that any update to the Service Description will only apply upon renewal.

Trusted Advisor Capabilities

A Trusted Advisor:

- Provides Customer with access to an assigned technical specialist during the normal working hours of such specialist based on working location. The Trusted Advisor is a shared resource among other customers, is provided in the English language, and permits up to a certain number of hours of assistance per month based on the level purchased:
 - 30 hours per month for Tier 1
 - 15 hours per month for Tier 2
 - 4 hours per month for Tier 3

Unused hours expire at the end of a calendar month and do not carry over.

- Includes the following types of activities:
 - Customer advocate and account management
 - Onboarding and migration assistance
 - Quarterly business reviews
 - Informing Customer of new SaaS features as they are rolled out (typically on a quarterly basis)
 - Tracking trends around users and capacity usage
 - Tracking usage statistics on key features

SaaS Add-On Service

Trusted Advisor Service Description

May 2025



- Proactive monitoring to help address potential issues before they adversely affect Customer's business
- Priority queuing where Customer will be prioritized in the support case assignment queues
- Proactive monitoring of Customer's SaaS tenant. A Trusted Advisor does not have access to Customer Data but can track whether content sources are collecting data and detect other technical issues within the tenant.

Service Prerequisites

An Add-On Service can only be provided to Customer while Customer has an active underlying SaaS subscription to the Arctera SaaS service(s) for which the Add-On Service is purchased. Arctera is not obligated to provide any credits, refunds or extensions of an Add-On Service when that Add-On Service is unavailable due to Customer's failure to maintain an active SaaS Subscription.