

## SUPPORT OPTIONS

Our Support Services are designed to provide Spreadly customers and partners with world-class customer support from a global team committed to ensuring your success with our solutions.

Every Spreadly customer receives our base Business Support with 24x7 ticket submission and first response. Business Support ensures all customers have answers to product questions and troubleshooting guidance through email and our online ticketing system. All Customers have access to the Spreadly [Help Center and Knowledge Base](#) and to product [Documentation](#); and can enroll for status notifications at the Spreadly [API Status Page](#). Spreadly does not guarantee response, resolution, or uptime for the Business Support level.

In addition to our Business Support, three levels of additional support services are available under an annual subscription plan (a “**Subscription Support Services Plan**”).

- **Advanced Support** includes the same services as Business Support and adds annual performance and business reviews and a leadership sponsor to supervise service delivery as well as guaranteed response and resolution times and an uptime SLA.
- **Professional Support** includes the same services as Advanced Support and adds access to our Red Alert escalation system, implementation and project consulting during your onboarding phase, a technical account manager, gateway consultations, bi-annual business reviews, and quarterly performance check-ins.
- **Premium Support** includes our Professional Support and adds critical case notification, shared Slack channel support, a dedicated Strategic Account Manager, monthly check-ins with your account team, executive sponsorship, consulting on implementation, project management and gateway integrations through a technical account manager.

## CONTACTING SUPPORT

Contact Spreadly’s technical support by emailing [support@spreadly.com](mailto:support@spreadly.com) or by submitting a request via our [intake form](#) at [support.spreadly.com](https://support.spreadly.com).

Please include the following information in all support requests:

- The organization name associated with the Spreadly account;
- A detailed summary of the issue or question;
- Troubleshooting information (if applicable) including:
  - Gateway/Endpoint being used;
  - Transaction, Payment Method and/or Gateway Token(s);
  - Link to Spreadly Dashboard;
  - Error code received (Transaction Error or HTTP Status Code);
  - Steps to recreate issue.
- Priority/Severity Level/Business Impact (see below for Severity Level definitions).

For customers on a Subscription Support Services Plan, critical case notification and phone support contact information will be provided by your technical account manager.

## Support for our Partners

If you are a Spreedly Payments Partner and create a ticket on behalf of a customer, please include the customer's organization and email address when creating the ticket.

### **Support Hours**

Spreedly's email support is available 24 hours a day, 7 days of the week, 365 days of the year. We may have reduced staffing during major holidays and we will advise through our [Support Page](#) if this is the case.

### **Expanded Support Regions**

When submitting a new support ticket, you can optionally provide us more information on your preferred region for support. This helps us assign support staff from your region and means you'll be more likely to receive replies during your selected business hours. If you choose a preferred region, the support hours for your support ticket are as follows for all 7 days of the week:

Europe, Middle East, Africa (EMEA): 8am-6pm EET Cape Town (UTC+2)

Americas (AMER): 8am-9pm ET US+Canada (UTC-4)

Asia Pacific (APAC): 8am-6pm SGT (UTC+8)

### **SELF HELP RESOURCES**

Spreedly customers can take full advantage of our self-help tools available within our [Help Center](#), our [API Status Page](#), and from there you can find [product Documentation](#), [technical Documentation](#), [Knowledge Base](#) articles, and access technical guides.

### **RESPONSE AND RESOLUTION TIMES**

Spreedly is committed to rapid response of each request for support. All requests can be logged with Spreedly 24 hours-per-day, 7 days-per-week, 365 days-per-year via email at [support@spreedly.com](mailto:support@spreedly.com) or via our request [intake form](#) at [support.spreedly.com](https://support.spreedly.com).

Spreedly will use commercially reasonable efforts to promptly respond to each support request. Spreedly will provide continuous efforts (24x7x365) to resolve availability issues with the Transaction Processing Service until a workaround or resolution can be provided or until the incident can be downgraded to a lower priority.

### **CUSTOMER SATISFACTION**

Your satisfaction is important to Spreedly. After your case is resolved we may ask for your feedback via ZenDesk. Our support team regularly reviews responses, monitors customer satisfaction, and may contact customers where opportunities for improvement are identified.

We may also reach out via other mechanisms to inquire about your willingness to recommend Spreedly and our services. We appreciate your responses and value your feedback in helping us to continuously enhance our services.

### **SUBSCRIPTION SUPPORT LEVEL OBJECTIVES**

Subscription Support Services Plans come with guaranteed response and resolution times prioritized by the severity and the selected plan as presented in the following Table 1.

As used below, "**Transaction Processing Service**" means Spreedly's core API responsible for processing customer's payment transaction requests and does not include any beta features or non-payment transaction Spreedly services such as dashboard reporting.

#### **Table 1**

Severity	Definition	Spredly Acknowledgement Time			Resolution Time		
		Advanced	Professional	Premium	Advanced	Professional	Premium
Level 3 (Low)	Non-critical maintenance, configuration or troubleshooting requests not impacting Transaction Processing Service	Up to 72 hours	Up to 48 hours	Up to 24 hours	Next update	Next update	Next update
Level 2 (Serious)	Transaction Processing Service is severely impaired due to a Spredly issue	Up to 8 hours	Up to 4 hours	Up to 2 hours	Within 5 days	Within 3 days	Within 24 hours
Level 1 (Critical)	Transaction Processing Service is unavailable due to a Spredly issue	Up to 2 hours	Up to 1 hours	Up to 30 minutes	Within 2 days	Within 1 days	Within 8 hours

### Severity Level Definitions

Customers should indicate a priority when submitting a support ticket based on the severity level of their issue, however, Spredly may adjust the priority if the request no longer fits the original severity level definition. Spredly is not responsible for any failure to meet performance standards caused by the misassignment of the priority in a support request. Support tickets submitted without a priority will default to Severity Level 3.

### Severity levels are defined as follows:

**Level 1 (Critical):** Transaction Processing Service is unavailable due to an issue under Spredly's control and no work around exists.

**Level 2 (Serious):** Transaction Processing Service is severely impaired due to an issue under Spredly's control although a workaround may exist.

**Level 3 (Low):** Non-critical maintenance, configuration or troubleshooting requests not impacting the Transaction Processing Service. Includes product questions, feature requests, bugs, and development issues that require investigation by Spredly.

### Recordkeeping; Information and Audit Rights.

Processor will maintain all records pertinent to its processing of Customer Personal Data that are required by Data Privacy Laws, such as, where applicable, Article 30(2) of the GDPR, and (to the extent they are applicable to Processor's activities for the Customer) Processor will make such records available to the Customer upon the Customer's reasonable written request. Processor will make available to the Customer on the Customer's reasonable request all information necessary to demonstrate compliance with this DPA, and will, at the Customer's cost, allow for and cooperate with audits, including inspections, by the Customer or an auditor appointed by Customer in relation to the Processing of the Customer Personal Data by Processor, subject to the following:

Uptime Availability Commitment		
Advanced	Professional	Premium
99.90%	99.95%	99.99%

The following conditions will apply to the calculation of uptime availability commitments in Table 2:

- **"Availability"** means that the services are up and running, accessible by customer and its end users, without interruption or undue delay.

- Any downtime resulting from outages of third-party connections or utilities or other reasons beyond Spreadly's control are excluded.
- Downtime will begin to accrue as soon as the Transaction Processing Service is unavailable to customer and/or its end users and continues until the Transaction Processing Service is restored.

Spreadly will provide written notice no less than five (5) business days prior to all scheduled maintenance by posting an update to the [Spreadly Status Page](#). Posting of such notice to the Spreadly Status Page will be deemed written notice. Customer is responsible for subscribing to status notifications on the [Spreadly Status Page](#) to receive email delivery of these updates. Spreadly will perform scheduled maintenance in such a way that any interruption of the Transaction Processing Service is kept to a minimum and will provide a maintenance window that will not exceed 60 minutes individually or 24 hours in the aggregate in any month.

If Spreadly fails to meet or exceed the applicable service levels for Customer's given Subscription Support Services Plan (a "**Service Level Failure**"), Spreadly will issue a credit to Customer (each, a "**Service Credit**") in the following amounts based on the actual Availability during the applicable calendar month and the Customer's selected Subscription Support Services Plan as presented in the following Table 3:

**Table 3**

<b>Service Credits</b>			
<b>Monthly Availability Percentage</b>			<b>Credit</b>
<b>Advanced</b>	<b>Professional</b>	<b>Premium</b>	
Less than 99.90% but greater than or equal to 99.80%	Less than 99.95% but greater than or equal to 99.90%	Less than 99.99% but greater than or equal to 99.95%	5% of 1/12th of Base Annual Fee
Less than 99.80% but greater than or equal to 99.70%	Less than 99.90% but greater than or equal to 99.80%	Less than 99.95% but greater than or equal to 99.80%	10% of 1/12th of Base Annual Fee
Less than 99.70% but greater than or equal to 99.60%	Less than 99.80% but greater than or equal to 99.70%	Less than 99.80% but greater than or equal to 99.70%	15% of 1/12th of Base Annual Fee
Less than 99.60%	Less than 99.70%	Less than 99.70%	20% of 1/12th of Base Annual Fee

Service Credits may not be redeemed for cash and will be applied to Customer's next applicable payment. The issuance of Service Credits is Spreadly's sole obligation and liability and Customer's sole remedy for any Service Level Failure.

Notwithstanding the foregoing, Spreadly has no obligation to issue any Service Credit unless Customer requests such Service Credit in writing within ten (10) business days of the Service Level Failure.

## **CUSTOMER RESPONSIBILITIES**

### **Internal Help Desk**

Customer must establish and maintain an internal help desk for its customers to act as first-line support. Your first-line support will at a minimum include:

1. a direct response to users with respect to inquiries concerning the performance, functionality or operation of the product;
2. a direct response to users with respect to problems or issues with the product;
3. a diagnosis of problems or issues of the product; and

4. a resolution of known problems or issues with the product with the help of technical knowledge base articles, repositories and experience.

If after reasonable efforts you are unable to diagnose or resolve the product problems or issues, and you have reason to believe the issue originates with Spreadly, please contact Spreadly for technical support by email at [support@spreadly.com](mailto:support@spreadly.com) or via our request [intake form](#) at [support.spreadly.com](https://support.spreadly.com)

## **TECHNICAL LEADS**

Customer will establish a technical lead to manage troubleshooting and establish best practices. Your technical leader will be the liaison between Customer and Spreadly for technical support. These persons must have sufficient knowledge of the Spreadly product and your own environment in order to work with Spreadly to analyze and resolve Support Requests. They are responsible for engaging Spreadly technical support and monitoring the resolution of all Support Requests and escalated support issues.

Your technical or project lead should be assigned to monitor and administer your integration with the Spreadly product and should have experience in network and third-party application troubleshooting as well as browser knowledge & debugging skills.

Technical Leads are responsible for checking Spreadly's online resources (e.g. website [product Documentation, technical Documentation](#) and [Knowledge Base](#)) and the Spreadly [Status Page](#) before submitting a Support Request.

## **PROTECTION OF API KEYS AND CREDENTIALS**

Customer must safeguard and protect unauthorized access to API keys and other credentials to access the Spreadly services. Spreadly will not issue credits or refunds for unauthorized use of Spreadly services through Customer's issued API keys or other access credentials including compromises or abuse of Customer's payment flows that subsequently interact with Spreadly services.

## **PRODUCT AND SUPPORT UPDATES**

### **Updates to Spreadly Services**

Spreadly may release Updates to its products and services pursuant to Spreadly's standard release cycle. "**Updates**" are defined as new releases, the provision of bug fixes, problem determination and error corrections, improvements, enhancements, extensions, revisions, and similar updates to the Spreadly products and services licensed to our customers together with related documentation. Spreadly will provide Updates at no additional charge. Spreadly may make changes to its products and services (including, without limitation, the design, look and feel, functionality, content, material, information) that Spreadly deems necessary or useful to improve the products or services or for any other reason and at any time, provided however Spreadly will not make any changes that will materially adversely affect its features or functionality without prior notice to and a reasonable opportunity to review and/or transition.

Where practical, Spreadly will schedule such Updates during non-business hours. Notice to Customer will be sent via email or posted at the Spreadly [API Status Page](#).

### **Updates to these Support Policies**

Customer understands that these Support Services Terms are subject to change at Spreadly's discretion. In the event these terms are modified, the revised version of the Support Service Terms will be posted to Spreadly's website at [www.spreadly.com/support-services-terms](http://www.spreadly.com/support-services-terms). Unless Customer and Spreadly otherwise agree in writing, by using Spreadly's Support Services after such updated terms become effective, Customer hereby consents to comply with the most recent version of these Support Service Terms.