



Technical Support Service Level Agreement
Updated 2/1/2021

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Summary of Annual Software Maintenance and Technical Support Fees

Programmers and Developers at AccuBuild are continuously improving our software and have always produced several updates each year. Also included in the updates are federal and state tax tables for payroll, which are critical for payroll accuracy.

These maintenance and technical support fees are billed directly from AccuBuild annually or included in your Annual Subscription Billing. These fees cover periodic software updates, per the Annual Software Release Schedule, and technical support on the AccuBuild Software products. The Annual Software Maintenance and Technical Support Fees do not cover Professional Services, Training Services, or Custom Software Development Services.

Annual Software Maintenance and Technical Support Fees are invoiced annually during October. Payment for Annual Software Maintenance and Technical Support Fees are due within 30 days of the invoice. If the Annual Software Maintenance and Technical Support Fees are not paid by January 2nd each year, AccuBuild will be unable to provide software maintenance or technical support (and professional services) until such time payment in full has been received. If a customer requires maintenance and/or support (including professional services) after the first business day of the new year, they will be required to pay the full Annual Software Maintenance and Technical Support Fees.

Future Annual Software Maintenance and Technical Support Fees are subject to change based on the purchase of additional licenses and/or options, increases in software prices, and/or increases in the percentage used to calculate the software maintenance and technical support fees.

Major Software Release Schedule:

A|B typically performs four Major Software Releases each calendar year to the A|B Construction Software Program. Minor updates to the software will be pushed on an as needed basis.

Contacting Technical Support

Our Technical Support Helpdesk can be reached between 8am-5pm Central Time, Monday-Friday.

If there are any high or urgent requests outside of this time period, please contact your account manager directly.

You can reach the Technical Support Helpdesk via the following options:

Call: 800-728-6853

Email: steam@accubuild.com

Website Support Ticket: <https://accu-build.com/submit-a-support-request/>

There may be occasions where you will have to leave a voicemail. Voicemails are regularly monitored and will be treated within the same SLAs.

Customer Support Service Level Agreements (SLAs)

Our goal at A|B is not only to provide you with quality software products, but also to provide your organization with quality customer support.

When contacting our Technical Support Team (TST) our customers should expect A|B to perform within the following Service Levels (SL) per the respective Incident Priority Level, assigned by our TST Member's initial review of the incident:

INCIDENT PRIORITY LEVEL	LOW	NORMAL	HIGH	CRITICAL
Severity	No hindrance to the work of individuals No impact to critical business processes Requests for new users, etc.	No Interruption to the work of individuals and/or a work around is available with no significant impact to critical business processes	Interruption to critical business processes affecting individual users and no work around is available	Interruption to critical business processes affecting many users and no work around available
Urgency	Immediate resolution <i>is not</i> needed by the customer	Immediate resolution <i>is not</i> needed by the customer	Immediate resolution <i>is</i> needed by the customer	Immediate resolution <i>is</i> needed by the customer
SERVICE LEVELS	LOW	NORMAL	HIGH	CRITICAL
99.5 % Customer acknowledged and issue assigned to TST member within:	4 business hours	2 business hours	1 business hour	30 minutes during business hours
95% resolved within:	3 business days	8 business hours	4 business hours	1 business hour

Details of Coverage

Annual Software Maintenance and Technical Support Fees allow us the ability to maintain a trained staff level available based upon the support hours and service levels as communicated above. Technical Support covers our customers' questions regarding things such as software releases, software functionality, software error messages, server migration assistance for non-cloud customers, and events similar in nature.

Annual Software Maintenance and Technical Support Fees exclude any type of training, implementation services, onsite services, custom report designs, assistance with business processes relating to the use of the software, assistance with accounting processes, or any other consulting or customer requested software programming services.

What is included with Annual Update and Support Fees

- **Server Migration**

- Documentation to assist you or your IT staff to perform a server migration including step-by-step instructions
- ADS Serial number and Validation Code for the new server

- **IT Cloud Support (cloud users only)**

- Assist with printer setup
- Addition of new users to the Cloud system, within license count (Security inside A|B is the responsibility of customer)
- Issues with your A|B software as a result of issues with your cloud server

- **AccuBuild Updates**

- Updates to AccuBuild include the following
 - Addition of any Tax updates at year end, and during the year if added by the Federal Government or a State entity
 - Updates to Aatrix add-on integration
 - Enhancements and improvements to the software
- Cloud clients will automatically get their system updated when a new release comes out, per the Annual Software Release Schedule
- Non cloud customers will be provided with the link to perform the update themselves when a new release comes out.

What is PROFESSIONAL SERVICES?

In recent years, AccuBuild has added a number of professionals experienced in the use of AccuBuild software and knowledgeable of best practices for the construction industry. The **Professional Services** provided as described below are offered as a supplement to the Annual Software Maintenance and Technical Support Fees.

These services are provided on an “as needed basis” when a client communicates with A|B via the toll free number or via email to STEAM. These services will be billed separately at the current rate for Professional Services and/or Custom Software Development Services. A|B will provide the client with an initial estimate for the services and the Client will be asked to approve the work before work begins. Projects will be billed periodically and payment is to be received no later than 15 days from the invoice date.

Note: Depending on the request for services, we may respond in one of several methods, including email, phone call, or conducting a web share session. If the request for services includes any of the following, the services provided will be billable, no matter what method (email, phone, or web share) is used to respond to the request.

The following PROFESSIONAL SERVICES are considered BILLABLE

Server Migration

- Troubleshooting issues encountered during the migration
- Connecting (via a web session) with you or your IT staff to assist in the installation (non-cloud users)
- Any issues specific to your own technical/IT local environment

AccuBuild Updates

- Connecting (via a web session) with you or your IT staff and performing the update(s) for you - applies to **non-cloud users** only

Training

- Training new Users on any process or module of A|B
- Training on any new module of A|B installed (except as defined in sales proposal)
- Responding to emails or calls to STEAM, where instructions for process exists in A|B Help or Release Notes

Customizations

- Custom Report development
- Custom Cube development in Analytics
- Enhancements to A/B Software

Databases table fixes

- Batch deletion or corrections to any database tables, where users have entered information to wrong dates or periods, causing out of balance issues
- Assisting with resolution of integrity tests

Payroll

Assistance with:

- Creating or Editing employee master list
- Changes to payroll records
- Account reconciliations
- Creating and/or distributing reports
- Other similar types of request

Accounts Payable

Assistance with:

- Creating or Editing vendor master list
- Paying vendors
- ACH file modifications or setup
- Account reconciliations
- Creating and/or distributing reports
- Other similar types of requests

Accounts Receivable

Assistance with:

- Creating or Editing customer master list
- Updating customer invoices
- Applying customer payments
- Account reconciliations
- Creating and/or distributing reports
- Other similar types of request

General Ledger

Assistance with:

- General Ledger account reconciliation
- Cash account reconciliation
- Subledger to General Ledger reconciliation (example A/P Aging to General Ledger account for Accounts Payable)

**Document
Management**

Assistance with:

- Updating documents
- Changes to document workflow
- Creating and/or distributing reports
- Other similar types of requests

**Project
Management**

Assistance with:

- Setting up projects
- Changes to projects
- Creating and/or distributing reports
- Other similar types of requests

AccuBuild Mobile

- Training mobile users
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Parallels User Policy (SAAS/Cloud clients only)

To improve the client experience and reduce unnecessary storage, any parallels user profiles that are inactive for more than 90 days will be temporarily disabled.

At any given point you may request a list of active parallels users from steam@accubuild.com to add, remove or rename users.

If these users continue to be inactive for 1 year, we will notify you to begin the process of having them permanently removed with your permission.

Keep in mind that this does not affect users in the AccuBuild Construction Software database.

Terms of Payment

Terms of Payment:

- All A|B Invoices have terms of Net 15 days.
- Invoices Past Due 30 days may result in an interruption of software, technical support and professional services.
- Annual Subscriptions (SAAS) & Annual Support and Maintenance (On Premise) due dates vary depending on each customers subscription cycle. However most A|B Customers follow a calendar year.
 - All A|B Customers will receive their Annual Renewal Statement electronically at least 30 days prior to their expiration.
 - All A|B Customers can request a 'Promise to Pay' agreement that will give a 30 day extension at no additional cost.
 - Accounts past due 30 days may be subject to an interruption in service.

Open invoices for services (software and/or Professional Services) may be paid via our Payment Portal at <https://www.accu-build.com/pay> , or by mailing your payment to 1208 S Main Street, Georgetown, TX 78626.

We can be reached by calling 800-728-6853.