

SERVICES DESCRIPTION

Premium Support Subscription

The Premium Support subscription service provides the Customer (“you” or “your”) dedicated support and services for your Jama Connect® deployment(s) throughout the Premium Support subscription term. The Premium Support subscription service enables Jama’s Technical Account Manager (“TAM”) to facilitate adoption and daily usage of the software, allowing Customers to optimize Jama Connect® for their business needs. A series of tactical and operational meetings between Jama and Customer allow both parties to keep track of Customer issues and solutions employed. The Premium Support subscription service is designed to increase success in your complex product development processes and compliance to bring products to market faster.

PREMIUM SUPPORT SUBSCRIPTION SERVICE

As part of the Premium Support subscription service, Customer is entitled to all the following items:

Named Technical Account Manager (TAM)

A named TAM will be a remote resource dedicated to your success and stability and responsible for working closely with your business and administrative owners. The named TAM will work with Customer on an ongoing basis throughout the subscription term on activities within the following scope:

- Provide technical representation within Customer’s quarterly technical and strategic business review, in collaboration with the Jama Customer Success Manager
- Advocate to review and manage all support tickets and proper escalation
- Provide training at each new release to promote smooth transitions between releases and provide your teams with the latest information on new features
- Act as Jama liaison for Customer global teams to have a designated technical resource for their support needs
- Provide an inside view into Jama’s confidential architectural and product roadmap

Six (6) Named Support Contacts

- You are allowed to designate up to six (6) named support contacts within your organization
- The additional named support contacts allow you more flexibility in contacting Jama and reducing time to resolution

Priority response times

- For any Service Level Objectives (SLO) for Severity 2 and 3 issues that are submitted to Jama – the Premium Customer will receive priority initial response time, with targets specified in the chart below

SUPPORT LEVEL	SEVERITY 1	SEVERITY 2	SEVERITY 3
Premium	1 hour	2 hours	8 hours
Enterprise Subscription License	24 hours	48 hours	72 hours
Legacy/Perpetual	48 hours	72 hours	96 hours

Custom Pre-Upgrade Consultation and Guided Upgrades

- The TAM will provide enhanced pre-upgrade consultation. This consultation is an in-depth analysis of new release changes and any impacts to customer workflow and potential business-impact defects prior to upgrade
- The TAM will review and identify all potential issues discovered during the pre-upgrade consultation and discuss mitigation prior to upgrade

Guided Self-Hosted Upgrade: TAM will review hardware specifications, memory usage, and data size prior to upgrade. They will guide you through the process of upgrading your self-hosted instance of Jama Connect. This includes outlining leading practices to prepare for a successful upgrade and troubleshooting any issues that arise. These sessions will be held entirely remotely and up to twice per year.

TERMS AND ASSUMPTIONS

- Premium Support subscription service is for a subscription term of 12 months, as defined in the applicable Order Form
- Delivery of all TAM activities and services will be delivered remotely via email, phone, and web
- All services defined as part of this Premium Support subscription service offering must be scheduled and delivered within the 12-month subscription term. Unused services are non-transferrable and will expire at the end of the subscription service term
- The Premium Support subscription service is a fixed fee offering. Any effort beyond the scope defined in this document are deemed outside of scope and will require separate purchase of Jama Professional Services
- Services defined herein are a Subscription Service and will automatically renew for consecutive periods of 12 months, unless either party notifies the other party at least 60 days prior to the expiration of the then-current Subscription Service term that it does not wish to renew

