



## Maintenance and Support **Service Level Agreement (SLA)**

### Overview

This Service Level Agreement (“SLA”) outlines the levels of support and service commitments provided by Field2Base, Inc. (“Field2Base”) for the Field2Base Mobile Forms™ suite of products. This SLA applies to support services delivered to the customer’s designated Mobile Forms Administrator(s).

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### Service Commitment

Field2Base is committed to providing secure and reliable access to its products and services. This commitment begins with infrastructure and maintenance procedures that exceed industry standards:

- All Field2Base cloud infrastructure is fully virtualized using high availability configurations and is hosted in Tier 4 data centers (Microsoft Azure)
- Redundant across multiple physical regions in the continental US
  - Full DR testing completed 2X annually
- Incremental and full data backups performed
- Monitored 24X7
- Audited annually for compliance with SOC2 Type 2 standards.

Upon receipt of telephone or email notice from our customers identifying and describing errors in the Field2Base application, and once Field2Base has received any additional information reasonably requested to assist in troubleshooting, Field2Base will use best efforts to resolve such errors so that the application operates as specified in the documentation.

Field2Base shall determine the priority level of each error based on the impact to the customer’s business, according to the following classifications:

Severity Level	Description	Initial Response Time	Resolution Commitment
<b>Severity 1 – Critical Business Impact</b>	The use of the Field2Base Application is completely stopped, or functionality is so severely impacted that the Client cannot reasonably continue operations.	<b>Within 4 hours</b> of notification.	Field2Base will begin immediate efforts to resolve the error or provide an acceptable workaround.
<b>Severity 2 – Significant Business Impact</b>	Important features are unavailable with no acceptable workaround. Production use continues, but productivity or service levels are seriously impacted.	<b>Within 8 hours</b> of notification.	Immediate effort to resolve or provide a workaround.
<b>Severity 3 – Some Business Impact</b>	Important features are unavailable but a Workaround is available, or less significant features are unavailable with no Workaround	<b>Within 24 hours</b> of notification.	Efforts begin to resolve or provide a workaround.
<b>Severity 4 – Minimum Business Impact</b>	Client requests information, clarification, or enhancement. No impact to operations or production use.	<b>Within 2 business days</b> of notification.	Enhancement requests will be considered for future updates.

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## Support Access

Field2Base support services are available **Monday through Friday, 9:00 AM – 5:00 PM EST**, excluding U.S. nationally observed holidays.

Support is provided through the following channels:

- **Phone:** 919.462.8500 Ext 1
- **Chat:** <https://field2base.com>
- **Email:** [f2bsupport@field2base.com](mailto:f2bsupport@field2base.com)

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## Self-Service Resources

Field2Base provides 24/7 access to product documentation and learning resources, including:

- Product Manuals
- Quick Start Guides
- Training Videos
- Release Notes

Available at: <https://help.field2base.com>

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## Customer Responsibilities

To ensure prompt and accurate resolution, the Client agrees to:

- Report Errors promptly through the provided support channels.
- Assign at least one designated Mobile Forms Administrator to coordinate with Field2Base.
- Provide accurate and complete information relevant to the issue, including steps to reproduce, screenshots (if applicable), and affected user or device details.

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## Exclusions

This SLA does not cover:

- Issues caused by misuse, modification, or unsupported third-party integrations with the Field2Base Application.
- On-site support unless otherwise agreed upon.
- Custom enhancements or development unless under a separate agreement.

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## Amendments and Terms

This SLA may be updated periodically by Field2Base. Material changes will be communicated to the customer. This SLA does not constitute a guarantee of problem resolution but rather outlines timeframes for Field2Base's best-effort responses and support activities.