

Intacct Buy with ConfidenceSM Guarantee

Intacct's Commitment to Our Customers

Intacct is committed to your success. To demonstrate our commitment, we have established our Buy with ConfidenceSM program that outlines with full transparency the level of service you can expect from us. We strive to make every interaction productive and if we do not meet your expectations, we want to hear from you.



Measures

- Outstanding Availability
- Data Integrity
- Rapid Response
- Product Quality
- Professional Services Quality
- Customer Data Ownership
- Scheduled Maintenance
- Billing Quality
- Product Communication Excellence

Outstanding Availability

Our goal is to provide 24x7 system availability, and we are so confident in our IBM operated data center that we offer subscription credits if availability falls below 99.8%. You receive a credit of 10% of your subscription fees for the month in which the outage event(s) occurred for every percentage point that Service Availability¹ falls below 99.8%, up to a maximum of 50% of the applicable subscription fees for that month.² To receive a credit, you must submit a request to Intacct within 15 days after the month in which the Service Availability outage event(s) occurred. Any credit will be applied against subsequent monthly subscription fees due to Intacct. In addition, the performance of our IBM data center is backed up by a complete disaster recovery program with SunGard, the leader in Disaster Recovery services for Wall Street firms. In the event of a major disaster, Intacct customers will be up and running with full functionality within 24 hours from another facility.

Data Integrity

Intacct maintains regular backups of your data and ships transaction logs to an offsite facility. If our primary facility goes down, we commit that no more than the last 2 hours of your transactions preceding the catastrophic event will be lost.

Scheduled Maintenance

We have a published weekly scheduled maintenance window during non-peak, non-standard hours for system maintenance. If an extended maintenance period is required, the maintenance will be scheduled when it will have the least impact on our customers whenever possible (usually nights or weekends). For extended maintenance periods, we will notify you 48 hours in advance via an announcement on the Intacct product homepage.

Rapid Response

If you contact our Customer Support organization we will provide an immediate acknowledgement, as well as a response, within 4 business hours. For P1 critical issues that cannot be resolved within a 24 hour time period, we will provide an update within that time and continue to update you with additional information as it's available.

Product Quality

Our goal is to provide a high quality product that operates as described in our online product documentation. If issues are encountered with Intacct applications, we will address reported issues according to the following priority levels:

Priority	Description	Actions & Response Time
Red	System down: Site is not operational and no Workaround ³ is available.	Intacct will work continuously until resolved. Target resolution goal: Average resolution goal is within 4 hours of a reproducible case being reported.
1	Severe Impact <ul style="list-style-type: none">A major function is not working (unable to utilize a specific portion of the application, such as check printing or invoicing).Reproducible errors which result in a lack of application functionality or intermittent system failure.	Good faith efforts by Intacct to provide: <ul style="list-style-type: none">A Workaround³ within 24 hours of notification. If a Workaround is provided, then a plan for correction of the error will be provided within 5 business days of notification, with a target for completion within 20 business days; orIf a Workaround is not provided then a plan for correction of the error will be provided within 2 business days of notification for completion within 5 business days.
2	Moderate impact <ul style="list-style-type: none">Reproducible errors causing malfunction of non-critical functions.Customer is able to use the application with the issue outstanding.	Good faith efforts by Intacct to provide: <ul style="list-style-type: none">A Workaround within 7 business days of notification on average. If a Workaround is provided, then a plan for correction of the error will be provided within 15 business days of notification, on average, for completion within 60 days, on average; orIf a Workaround is not provided then a plan for correction of the error will be provided within 5 business days of notification on average, with a target for completion within 20 business days on average.
E	Enhancement Request	<ul style="list-style-type: none">Enhancement requests will be reviewed on a monthly basis by Intacct.

Professional Services Quality

Our goal is 100% satisfaction with the professional services provided by Intacct. To back up that goal, we are willing to place 10% of our professional services fees at risk to ensure customer satisfaction. Intacct agrees to provide the professional services as outlined and mutually agreed upon within the Deliverables Agreement document. If we are not able to deliver the professional services outlined within the agreed to budget and timeline, provided that all prerequisites are satisfied and no change order statements were added that would impact the scope of the project, we will forego payment of 10% of the applicable labor-based professional services fees.

Customer Data Ownership

Your data is your data, and we will not hold it hostage if you decide to move to another solution. If you decide to move to another solution, we will help you export your data for a nominal fee.

Billing Quality

We will deliver accurate statements of activity and charges to you on a monthly basis. If there is a billing error brought to our attention, we will provide you a corrected statement within 3 days of being notified of the error.

Product Communication Excellence

Product Development Plans

We will provide you with a rolling 6-month view of our product roadmap and an opportunity to provide input and feedback on our development plans via a quarterly web-based meeting.

New Features

We will announce the availability of new features monthly on the Intacct product home page and via the quarterly Intacct Update.

¹**Service Availability** is computed using the following definitions.

System: Intacct's application service, accessible over the network via web protocols, up to and including Intacct's Internet connection. Network problems beyond that point, such as ISP problems, Internet backbone problems or customer network problems are excluded. Development sites such as partner.intacct.com and beta software sites that are at times made available to customers are excluded. Problems caused by software running on customers' computers are also excluded.

System Outage Hours: Total time during a given month in which the System is unavailable, excluding scheduled system maintenance times.

Total Hours: Number of hours contained in a given month, excluding Scheduled Maintenance time.

Service Availability: The percentage of Total Hours during a given month in which the System was available is computed as follows:

$$\frac{100 \times \text{Total Hours} - \text{System Outage Hours}}{\text{Total Hours}}$$

Calculation of Service Availability excludes system outages caused by force majeure, i.e. acts of God, war civil unrest, acts of government and any other circumstances beyond Intacct's reasonable control.

²**AvailabilityPlusSM** subscription credit has been available since August 1, 2007. The AvailabilityPlusSM program may be terminated by Intacct at any time upon written notice.

³**A "Workaround"** is a response that solves a problem or system issue by the use of alternate methods or a change in procedures in place of a program modification.

