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Introduction

The purpose of this document is to provide information on the client services Blackboard Inc. provides as well as policies and procedures for administering client support. Included are definitions of the life cycle of supported products and support classifications. Options for the types of support available to clients are defined as well as the terms under which support may be provided.

Supported Products

Blackboard Inc., together with its subsidiaries (the “Company”), currently makes Support Services available for certain of its products. Support Services are based on the support category to which each version of the product has been assigned by the Company. Support Services are subject to the terms of the applicable software license agreement between the Company and the applicable licensee (the “Agreement”). The Company products that are currently covered (individually, the “Product”; collectively, the “Products”) are as follows:

- Blackboard Mobile Communications App
- Blackboard Mass Notifications
- Blackboard Social Media Manager
- Blackboard Connect

Release Terminology

Blackboard refers to releases using the following terminology for all products except SaaS Deployments for Blackboard Mobile Communications App, Blackboard Mass Notifications and Blackboard Social Media Manager.

<table>
<thead>
<tr>
<th>New Term</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Release</td>
<td>Major Releases consist of new functionality and bug fixes.</td>
</tr>
<tr>
<td>Patch</td>
<td>Patches are made between Releases for critical issues</td>
</tr>
<tr>
<td></td>
<td>When possible Patches are rolled into Releases</td>
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Enterprise Support for System Administrators

Enterprise Support provides broader and deeper support coverage for institutions running in mission-critical and complex Enterprise environments. Enterprise Support is provided on a 24/7/365 basis, which provides customers with round-the-clock support services.

Enterprise Support also provides technical support for complex implementations of the Company’s products and is highly recommended for installations which involve any of the following elements:

- Multiple servers
- Load balanced and/or clustered environments
- Blackboard Building Blocks®
- Authentication integration
- SIS integration
- Blackboard advanced reporting

Enterprise Support is included with the following Products:

- Blackboard Mobile Communications App
- Blackboard Social Media Manager
- Blackboard Mass Notifications
- Blackboard Connect

Enterprise Support Communication Methods

Telephone support – Licensee is eligible to receive support in English from the Company. The Company may make support available in other languages from time to time, subject to the language capabilities of its technical staff.

Telephone-based support is available twenty-four (24) hours a day, seven days (7) a week, three hundred and sixty-five (365) days a year.

Web-based Self Service – Licensee is eligible to access documentation, release notes and knowledge resources.

Case Communications by Email – After a case has been created, ongoing communication may take place by email, provided the licensee does so by replying to emails coming from support@parentlink.com and does not alter the subject line.

Enterprise Support Services Designated Personnel

Licensee may have all district and/or school admins for purposes of receiving Support. These designated personnel should be staff members who have access to the Blackboard administrator interface.

The Company requires a Primary System Administrator for each client who acts as the primary system administrative point of contact for Blackboard within the client’s institution. Blackboard Support will contact this individual if there are questions related to support but outside the scope of a particular case such as license key renewals or replacements. This individual is typically very familiar with the institution’s implementation and usage of their Blackboard product, and is able to answer questions and make decisions pertaining to how the product is supported.

All district level requests and changes need to be approved by the Primary System Administrator.
All system administrators for an institution, including the primary administrator, will be able to access knowledge and documentation from the help page, and edit system and personal contact information. System administrators will have access to patches, updates, and releases of the supported Product when they become generally available to licensees.

Reasonable efforts to respond to all support requests and to remedy any documented and reproducible errors and defects in the Product that are submitted using an approved means within the following targeted response and resolution times.

**Enterprise Support Services Severity Codes and Target Response Times**

All support requests are important. However, some requests take precedence over others. Support has created four categories for support requests. Requests for support are handled based on severity code assigned to each issue.

Severity codes also determine initial response time targets. The most severe cases have the swiftest targeted response times. Severity level definitions and their response times are described in the sections below.

The time a request is logged under Enterprise Support is the time the call or web-based self-service request is recorded by the Company.

Web-based self-service and telephone are the only approved means for initial support request submission under Enterprise Support. The Enterprise Support staff is not responsible for responding to requests made by third parties or directly to Company support staff members, or by any means other than those described above.

**Severity Code 1 Issues**

Your Blackboard Product is down and not functioning, the system is disabled or non-responsive. Response time for Severity Code 1 is within one (1) hour. Updates will be available at status.blackboard.com

Some examples of Severity Code 1 Software errors are as follows:

- Software is down and will not restart.
- Software is not able to communicate with external systems.
- Software is generating a data corruption condition.

When a Severity 1 issue is reported, the Company will assign resources to remedy the error. *Severity Code 1 is not to be used for Test Environments.*

**Severity Code 2 Issues**

Your Blackboard Product is functioning, but major components are unavailable or unusable. The application is running but you may be unable to use major portions of the Software. Response time for Severity Code 2 is within four (4) hours. Updates will be available at status.blackboard.com

Some examples of Severity Code 2 Software errors are as follows:

- An intermittent, critical Software error.
- A major functional component is unavailable.

When a Severity 2 issue is reported, the Company will assign resources to remedy the error.
Severity Code 3 Issues
Your Blackboard Product is operating close to normal; however minor components are functioning abnormally. Response time for Severity Code 3 is within one (1) business day.

Severity Code 3 errors include non-critical Software errors. Severity Code 3 errors may be fixed in future software releases or Patches.

Severity 1 and 2 Software errors take priority over Severity 3 issues.

Severity Code 4 Issues
Severity Code 4 implies that the Software is operating normally but you may be in need of instructional assistance or you are requesting functionality that is not currently included in the Software. Response time for Severity Code 4 is within one (1) business day.

Severity Code 1, 2, and 3 will take priority over Severity Code 4 cases.

Case Resolution
After the initial response to your support request, Support will respond to subsequent requests within one (1) business day of:

- Case creation.
- Email replies to support@parentlink.com emails concerning your case.
- Voicemails or messages left with licensee’s service reps.

Support’s targeted resolution times are:

- One (1) subsequent business day for issues with a solution that has been previously implemented and validated by the Company, provided that Company has previously resolved the solution within one (1) business day of its identification by the Company as a known issue (“Routine Issues”).
- A commercially reasonable effort until resolution is reached for all non Routine Issues (“Complex Issues”).
- Targeted resolution times are applicable for implementations operating in certified configurations.
Exclusions to Enterprise Support Policies

The Enterprise Support described in this document applies only when the Product is hosted by the Company on behalf of such licensee.

Enterprise Support coverage does not include environmental-related support requests that involve the following areas:

- Server migration issues*.
- Improper usage of the Product (such as allowing unauthorized users access to the Product, prohibited usage, and so on).
- Non-supported 3rd party tools used with Product (except those where a support partnership exists).
- Issues arising with Products hosted by a third party, unless agreed upon in writing in advance by the Company (where such permission has been granted, issues arising as a result of the third party which would not have occurred with a Company hosted instance of the Product are excluded).
- Issues arising on an unsupported configuration.
- Issues known by Company not to be related to the Product application itself.