

## CU\*BASE Integration for ITM's - Support, Expectations and Experience

We know that you've invested or are about to invest a large sum of money in this technology and you expect a return on that investment. You have a vision for what it will do for your credit union and your members. We know it can't work without us! It's with this in mind that we want to make sure you're going into it with the proper expectations for what you can and cannot expect from CU\*Answers to support this technology in your environment so you don't find yourself frustrated down the road.

### Here's what you can expect from us in the beginning and ongoing to help you achieve your vision!

- 1) We will work with you and your vendors to integrate their technology with our APIs as designed. We will see ourselves on your team, working on your agenda to make your project a success!
- 2) We will schedule your project in our implementation schedule at the time of your choosing, provided that time is available on the schedule, and we receive sufficient notice of typically 120 days. Subsequent implementations will be treated as new projects and may incur additional fees and are subject to the schedule at the time.
- 3) We will listen to your suggestions for feature enhancements but cannot guarantee enhancements.
- 4) We will work with your vendors to accommodate periodic vendor updates as necessary, provided sufficient notice is given and specifications can be agreed upon. Costs may apply depending upon the circumstances and will be communicated ahead of time.
- 5) After integration, we will support you and your vendors as it pertains to our APIs **during our currently stated support hours through normal support channels only after you have explored issues with your Hardware and ITM Software vendors first and they have determined there is an API or core side issue and can articulate or demonstrate why**. We will communicate with you throughout the issue troubleshooting and resolution process.
  - a. Support can be reached by calling **800.327.3478 opt 1**
  - b. **General phone support is available from 7:30 a.m. to midnight ET Monday through Friday, though a customer support specialist is on call 24/7 in case of emergencies.**

### What you cannot expect:

- 1) Escalation of incidents based on your business model, i.e., it's my only way to serve members you need to drop everything and address this! Have a plan "b" for when the system goes down as it surely will at some point. Just solid Business Continuity planning. We will of course work with a sense of urgency but cannot warrant, promise, or guarantee response times, our support is best effort as defined by CU\*Answers.
- 2) You cannot expect expedited fixes for non-data integrity issues. Data integrity issues are prioritized and treated as serious and deserving immediate attention. In spite of that, no warranty or specific SLAs are provided for remediation as issues vary in complexity and effort, rather best efforts will be made.

Non-data integrity issues will follow our process for correcting issues and gain priority depending upon the severity of the issue and availability of resources to address them. Enhancement requests are the least urgent requests and will follow a longer path and compete for priority with other initiatives and may or may not be candidates for development. See #3.

- 3) You should not expect Automatic Support for new features, versions, or designs by default. These will take planning, discussion, willingness to participate, scheduling, and potentially funding and will follow our Software Development Life Cycle process.