



FME CLIENT SUPPORT GUIDE

ALL SUPPORT SERVICES PROVIDED BY FULL MEASURE EDUCATION (FME) ARE SUBJECT TO THE TERMS AND CONDITIONS OF THE APPLICABLE MASTER AGREEMENT BETWEEN FME AND CLIENT. FME RESERVES THE RIGHT TO MODIFY THIS DOCUMENT.

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 a priority code assigned to each issue. Priority codes also determine initial response time targets. The most severe cases have the swiftest targeted response times. Priority codes and their response times are described below.

The time a request is logged is the time the call or email request is recorded by FME. Email and telephone are the only approved means for initial support request submission. Support staff are 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 herein.

FME Support Technicians are available from 8 AM through 11 PM Eastern Time M-F, 9 AM through 5 PM Eastern Time Saturday and 9 AM through 3 PM Eastern Time Sunday, excluding US Federal Holidays.

Priority 1 Issues

The FME Platform is down and not functioning, the system is disabled or non-responsive. Response time for Priority 1 is within eight (8) hours. When a Priority 1 issue is reported, FME will assign resources to remedy the error. If access to your systems is required, we ask that you provide access to your systems for the duration of the error correction procedures.

Priority 2 Issues

The FME Platform is functioning, but major components are unavailable or unusable. Response time for Priority 2 is within twenty-four (24) hours. When a Priority 2 issue is reported, FME will assign resources to remedy the error. If access to your system is

required, we ask that you provide access to your system for the duration of the error correction procedures.

Priority 3 Issues

The FME Platform is operating close to normal; however minor components are functioning abnormally. Response time for Priority 3 is within two (2) business days.

Priority 4 Issues

Priority 4 implies that the FME Platform is operating normally but you may be in need of instructional assistance or you are requesting functionality that is not currently included in the Platform. Response time for Priority 4 is within four (4) business days.

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

FME provides a streamlined approach to the client and student support process. Clients can send all support issues through our dedicated support channels by email at support@fullmeasureed.com or by phone at (855) FME-1100. Support issues are logged in our ticketing systems then collaboratively reviewed by our Level 1 Support Team, who will assign Priority Codes by Level. When needed, our Level 2 Support Team will troubleshoot further and escalate to Product Development Team for resolution. All issues are reviewed and assigned a priority on a daily and weekly basis to ensure fast resolution in accordance with the priority of the issue. Product releases occur every six to ten weeks with priority updates implemented during the interim as necessary.

Within the mobile application students have the ability to report issues via the dedicated App Feedback section or contact the institution directly through Help, which will trigger a response from institution staff or the FME team. The FME platform provides a fulling integrated telephony offering that can be leveraged to additional support for students if the institution chooses to activate this service.

Student Users have several avenues to report issues. They can provide feedback on their experience through the app feedback form within the app. For more urgent issues, they can use the help feature to initiate a call or chat with our Level 1 Support Team.

The Level 1 Support Team will attempt to troubleshoot the issue and help the student resolve it immediately. If they cannot, the issue will be escalated to a Level 2 Support Specialist. If there is an issue with the product, the issue is triaged and assigned a priority based on impact. Based on priority, issues are escalated to the correct level of support.

Feature requests are assigned to Product Management.