



Self-Managed License Client-Care Policy

Updated: 06/01/2026

1. Overview & Scope

This policy governs the availability, support infrastructure, and technical assistance framework that APL provides to clients under the APL Software License Agreement.

Support tickets must be submitted via the APL Support Email support@aplplus.com. Response and resolution timeframes are tiered by operational business impact:

2. Supports included in the SLA:

To ensure our platform provides everything you need for success from day one, every subscription includes standard technical support for the issues listed below:

- **Platform Down:**

Complete production outage. Critical business functions are blocked. No workaround exists. Please contact us at sos@aplplus.com immediately, and we will have the issue resolved within an hour. With the exception of force majeure events.

- **Major Degradation:**

The core feature is broken or severely slow. Business operations are heavily impacted. Please contact us immediately, and we will have the issue resolved within an hour.

- **Minor Bug:**

Non-essential feature failure. The platform is functional. A temporary workaround is available. Let us know what the issues are, and they will be resolved with the next scheduled release.

- **General Inquiry:**

“How-to” questions, configuration advice, or standard feature requests. They will be responded to within 24 hours.

3. Additional Support Options

In addition to the standard support services above, we also offer fee-based technical support options designed to give your team an extra layer of help. Whether you need a dedicated support team member who knows our system and your specific needs inside and out, or hands-

on help with advanced configurations, our paid support options ensure you always have expert assistance exactly when you need it most. If you are interested in any of the fee-based services below, please contact us through the APL Support Email.

- **Programming Services:**

There are several standard import procedures the client can use to import agents, policies, and transactions. To save time, the client often asks us to create a customized import procedure to bring the statements into the system in their original format, as published by the carriers. The client will be charged a programming fee, subject to time and complexity.

- **Live Support/Personalized Training:**

We can provide live support or personalized training, as needed. Please contact the support team to schedule a webinar. The client will be charged \$60 per 30-minute increment.

- **Other Special Assignments:**

We can provide a dedicated team member to assist you with any unique needs with the commission accounting process within the APL platforms. The client will be charged \$60 per 30-minute increment.

4. Standard Support Hours

- **Critical Support:** 24/7/365 coverage for total platform outages.
- **All Other Issues:** 8:00 AM to 5:00 PM **Central Time (CT)**, Monday through Friday, excluding official US public holidays.

5. Client Responsibilities

To maintain eligibility for the support performance guarantees outlined above, the Client agrees to:

- **Designated Administrators:** Routinely maintain one "Authorized Support Contact" who is fully trained on the platform and serves as a primary liaison to the APL Support Team.
- **Diagnostic Disclosure:** Provide detailed replication steps, user account IDs, browser console logs, and screenshots when filing a ticket.
- **Prompt Feedback:** Respond to engineering inquiries within 8 business hours to ensure operational momentum.

APL strives to continue to improve our support service. If you have any suggestions, comments, or clarifying questions regarding the Client-Care Policy, please reach out to us at

support@aplplus.com. We always appreciate your attention and use of our products and services.