



Benelinx Support Services Plan Addendum

Last Updated: March 17, 2026

This Support Services Plan Addendum (this “**Support Plan Addendum**”) is incorporated into and forms part of the **Agreement** between Benelinx, LLC (“**Provider**”) and the customer identified in the applicable Order Form (“**Customer**”). Capitalized terms not defined in this Support Plan Addendum have the meanings given in the Agreement or the Service Level Agreement (“**SLA**”), as applicable. The Parties acknowledge that the SLA sets forth Provider’s standard support availability, support request intake, severity classifications, response targets, escalation procedures, and related support terms. In the event of a conflict, the Agreement’s order of precedence applies; however, for Support Services, the SLA will control unless this Support Plan Addendum expressly states that it overrides a specific SLA provision for the selected Support Package.

1. Scope; Support Packages; Selection

Provider will provide the support services described in the SLA and this Support Plan Addendum (collectively, “**Support Services**”) for the Support Package selected on the applicable Order Form (or other ordering document incorporated into the Agreement). The available support packages/plans are (each a “**Support Package**”):

Benelinx360 (Base) Service Package	Maintain Service Package	Enhance Service Package	Optimize Service Package
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If no Support Package is selected on the applicable Order Form, Customer will receive Provider’s Standard support under the SLA, and the SLA will govern Support Services. Support Services are provided for the Service Platform identified in the Order Form and do not include Professional Services unless expressly stated in a Project SOW.

2. Standard Support Inclusions (All Support Packages)

For all Support Packages, Provider will provide the Standard support inclusions set forth in the SLA, and, to the extent not addressed in the SLA, Provider will provide:

- **Support Channels.** Support request submission channels and intake requirements are as set forth in the SLA.
- **Issue Triage and Resolution.** Reasonable efforts to diagnose and resolve reproducible issues in the Service Platform.
- **Updates and Maintenance Releases.** Access to generally available bug fixes, patches, and updates for the Service Platform made available by Provider during the Agreement Term.
- **Knowledge Resources.** Access to Provider’s standard user resources (e.g., guides, FAQs, community resources) as made available by Provider, excluding Provider’s online library, community forum and training portal called Benelinx360 (the “**Knowledge Portal**,” as defined in the Terms) unless otherwise expressly included in the applicable Order Form or an active Support Services plan.
- **Status Communications.** Reasonable updates on material open issues upon Customer’s request.

3. Package-Specific Inclusions

In addition to Section 2, the following apply based on the selected Support Package:

3.1. Base (Benelinx360)

Benelinx360 (Base) includes “Standard” support levels as described in Section 2 and the SLA. Any access to Provider’s online library and training portal called Benelinx360 (the “**Knowledge Portal**,” as defined in the Terms) is provided only as set forth in the Terms and the applicable Order Form (including any requirement to purchase and maintain an active Support Services plan after any initial access period).

3.2. Maintain / Enhance / Optimize Packages

Details for each Support Package (including inclusions and any package-specific features) are described at <https://benelinx.com/customer-success/>. If the applicable Order Form states different or more specific Support Package details, the Order Form will control. Customer is responsible for reviewing the Support Package details at the URL and the applicable Order Form.

3.3. Use of Included Hours.

Included Hours are (i) non-transferable, (ii) not redeemable for cash, (iii) do not roll over unless expressly stated in the Order Form, and (iv) are consumed in increments determined by Provider's timekeeping practices (e.g., 15-minute increments) for all Services-related activities, including discovery, design, configuration/build, testing, deployment, project management, documentation, and meetings.

Example: If Customer requests a new automation, the Included Hours may include time spent gathering requirements, designing the solution, building/configuring it, testing, deploying, and writing related documentation—not just the time spent making the build changes.

4. Support Terms Governed by SLA

Support availability, support hours, holidays, support request submission channels and intake requirements, severity levels and classification (including Critical Issue, High Issue, and Medium Issue), response and resolution targets (if any), escalation procedures, and any related support commitments are as set forth in the SLA.

5. Customer Responsibilities (Key Support Preconditions)

Customer will:

- (a) designate at least one support contact and ensure support requests are submitted by authorized personnel;
- (b) provide timely access, information, test data, and cooperation reasonably required to diagnose and resolve issues;
- (c) maintain its Salesforce environment and related dependencies in accordance with the Agreement (including any SFDC update requirements);
- (d) implement Provider-recommended fixes, patches, or configuration changes within a reasonable time; and
- (e) ensure third-party applications, integrations, and Non-Provider Services are properly licensed, configured, and supported by their providers.

Delays caused by Customer's failure to meet these responsibilities will extend timelines and may require a change order or additional fees.

6. Exclusions (What Support Does Not Include)

Unless expressly included in the selected Support Package, the SLA, or a Project SOW, Support Services **do not** include: (a) net-new features, custom development, or material changes in scope; (b) data migration, large-scale data cleanup, or complex data transformations; (c) support for Non-Provider Services (including Salesforce platform issues or third-party apps), except for reasonable coordination as described in Section 7 and/or the SLA; (d) custom report/dashboard building beyond minor assistance; (e) on-site support, dedicated resources, or guaranteed response/resolution times beyond those expressly stated in the SLA; or (f) security incident response services beyond Provider's obligations under the Agreement and any applicable Data Processing Addendum.

Requests outside scope may be performed only under a Project SOW or at Provider's then-current rates with Customer's written approval.

7. Salesforce Ecosystem; Third-Party Integrations

Customer acknowledges that the Service Platform operates within and/or integrates with the Salesforce ecosystem and may connect to third-party applications configured by Customer. Provider may assist with reasonable integration troubleshooting; however, Provider is not responsible for outages, defects, changes, or performance issues caused by Salesforce or other Non-Provider Services, or by Customer's configuration of such systems.

8. Fees; Overages; Term

Support Services fees (if any) are as stated in the Order Form. If Customer exhausts Included Hours (if applicable), additional work will be billed at Provider's then-current rates (or as otherwise agreed in writing). This Support Plan Addendum remains effective for the Agreement Term unless replaced or updated by a later version expressly incorporated into an executed Order Form.