

This EasyPost Support Services Addendum (the “**Support Addendum**”) applies with respect to EasyPost’s provision of, and Customer’s receipt of, the below described support services for the EasyPost Products and Services. Capitalized terms used but not defined in this Support Addendum will have the meanings given to those terms in the Master Customer Agreement (the “**Agreement**”).

1. Support Tiers. Customer shall receive support services determined by their purchased support tier, as shown by Table 1, below. If no support tier has been purchased, the Customer shall automatically receive the support services according to the Base tier.

Table 1 – Support Tiers

Support Services	Base	Silver	Gold	Platinum
Public Help Center	✓	✓	✓	✓
Response Targets ⁱ	4 hours	4 hours	2 hours	1 hour
Authorized Contacts ⁱⁱ	2	5	10	15
Email/Chat Support ⁱⁱⁱ Available at support@easypost.com and via the help center.	✓	✓	✓	✓
After-Hours Support ^{iv}		✓	✓	✓
Shared Slack Channel		✓	✓	✓
Tickets handled by Sr. Technical Support Engineer			✓	✓
Phone Support During Business Hours			✓	✓
Annual Tech Audit			✓	✓
Assigned Support Rep. ^v				✓
Prioritized Dev Tickets ^{iv}				✓
Dedicated Phone Number				✓
Quarterly Meeting with Product Leadership				✓
Beta Program Access				✓

Quarterly Account Support Review				✓
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2. Response Times: When an issue or error is reported, EasyPost shall assign a ticket number and use best efforts to acknowledge and work to resolve the issue or error based on its severity level according to the following:

Table 2 – Response Times

Severity	Definition	Target First Response Time
P1: Critical Business Outage	<p>Basic functions of the EasyPost product do not work, and Customer’s business critical work is inhibited.</p> <p>Example: Customer is unable to access the product to print labels on all carriers.</p>	30 Minutes
P2: Moderate Business Impact	<p>Degradation of the product, but Customer can continue to work at suboptimal levels.</p> <p>Example: Customer is unable to use the product to print labels from one or more carriers, but Customer is able to divert labels to other carriers that are up and functional.</p>	1 Hour
P3: Minimum Business Impact	<p>Fully operating with few or minimal impediments with functionality of the product, but no critical loss of business processes or costs.</p> <p>Examples: Trackers are not updating, integration questions, or billing questions.</p>	According to Tier
P4: Standard Inquiry	<p>Questions regarding product usage, additional information to enhance product understanding, or other clarification regarding product.</p> <p>Examples: Customer is interesting in learning more about label purchases through available products.</p>	According to Tier

- i. Response Targets listed are for Priority P4 and P3 issues, as determined by EasyPost. For P2 and P1 issues, see paragraph 2. EasyPost is unable to provide target resolution times for any issues or errors that are caused by the Customer's systems or a third-party provider carrier or their systems. When EasyPost Support determines that a reported issue or error is the result of Customer's systems or such third party's systems, EasyPost will use reasonable efforts to communicate with Customer and/or such third party and work to restore functionality.
- ii. Only Authorized Contacts may submit tickets or utilize support channels such as Slack, chat, and phone support.
- iii. Customer may submit a support ticket via support email support@easypost.com. Each support ticket must include the following information to be valid: (a) Customer Contact name, (b) site location for the affected EasyPost Products and Services, (c) telephone number for returned call (for P1 issues, as defined in Table 2), (d) a detailed description of the problem and how to reproduce it, and (e) any steps taken to resolve or troubleshoot the problem.
- iv. EasyPost's normal business hours are Monday through Friday, 8:00 a.m. through 6:00 p.m. MT, excluding EasyPost corporate holidays and national holidays. After-hours support is available for P1 issues at the dedicated after-hours support phone number. Use of the after-hours support number for non-P1 issues may result in additional charges.
- v. Personnel and staffing decisions remain the sole discretion of EasyPost. Support representatives other than the assigned support representative may work on support issues.
- vi. If EasyPost determines that development work is required to address a support issue for a Platinum Support customer, the related development work item will receive elevated priority consideration during internal planning and prioritization processes relative to standard support-related development requests. Prioritization does not guarantee implementation, scheduling, or resolution within a specific timeframe.