



## Premium Success Addendum to the iCIMS Support & Maintenance Policy

This Premium Success Addendum (“Addendum”) to the iCIMS Support & Maintenance Policy (“SMP”) applies only to those Subscribers that have purchased iCIMS Premium Success by executing an Order Form expressly referencing this Addendum (“Premium Subscribers”). This Addendum is part of the Subscription Agreement and supplements and amends the SMP for Premium Subscribers. In the event of a conflict between this Addendum, the SMP, and/or the Subscription Agreement, unless otherwise expressly provided, the Subscription Agreement will control. All capitalized terms not defined herein have the meaning ascribed to them in the then-current Subscription Agreement found at <https://www.icims.com/gc>. Except those provisions, terms, and conditions set forth below, all the provisions, terms, and conditions of the SMP and Subscription Agreement shall continue to remain in full force and effect.

The provisions below replace or supplement those contained in the SMP that pertain to the same subject matter:

### **Definitions**

“**Normal Business Hours**” means 24x7 excluding iCIMS recognized holidays<sup>1</sup>.

“**Uptime Percentage**” means 99.99%.

### **Severity Definitions and Response Times**

These times reflect the targeted time period between the receipt of the iCIMS Support Contact’s notification of an Issue to the initial response and the Issue Resolution, respectively, by iCIMS.

Severity	Definition	Initial Response	Status Update	Escalation (as set forth in the table below)	Resolution
Severity 5	Any Other Support Request.	12 hours	As Deemed Practical	N/A	As Deemed Practical*

\*For requests to create or configure an iForm, Career Site, or branding request, iCIMS will endeavor to complete the request within ten (10) business days.

### **Disaster Recovery**

In the event of a Disaster, iCIMS shall use commercially reasonable efforts to re-establish access to the Subscription within eight (8) hours (“Recovery Time Objective”) utilizing the most recent Backups. Actual recovery times will vary based on the nature and extent of the Disaster. iCIMS shall use commercially reasonable efforts to recover data from a backup made less than or equal to eight (8) hours prior to the Disaster (the “Recovery Point Objective”).

**iCIMS Value Connect** (only available for Subscribers purchasing after February 3, 2025, if indicated on an Order Form) Premium Subscribers receive access to iCIMS Value Connect, a service that provides the opportunity to engage with assigned resources for specific targeted engagements, to be selected from the Value Connect Success Catalog. iCIMS Value Connect and the targeted engagements are governed by a unit-based system, using Value Connect Units. Additional details about iCIMS Value Connect, the Success Catalog, and Value Connect Units may be accessed at [iCIMS Value Connect Catalog](#).

**Insights+** (only available for Subscribers purchasing after February 3, 2025, if indicated on an Order Form) Premium Subscribers shall receive a subscription to iCIMS Insights+.<sup>2</sup>

### **System Administrators**

Subscriber may designate up to five (5) System Administrators.

<sup>1</sup> A listing of iCIMS’s recognized local holidays for an applicable year is available on the iCIMS Community site at [iCIMS Holiday Schedule](#).

<sup>2</sup> Insights+ is only available to Subscribers participating in iCIMS’ analytics program.



### **Additional Support Channels**

In addition to the submitting cases via the iCIMS Community and leveraging the iCIMS chat experience, designated system administrators of Premium Subscribers will be provided the ability to speak with technical support by calling in from a unique listed phone number. Phone support is available 24 hours a day, 7 days a week excluding iCIMS recognized holidays. In the US, the toll-free number is 1-800-889-4422 (option #1), and in the UK, it is 0808-234-5446.

### **Products applicable to Premium Success**

Premium Success may be purchased to provide additional support and services for the Subscription. If purchased, Premium Success may not be purchased for a subset of a Premium Subscriber's purchased subscriptions. As such, Subscriber may incur additional Premium Success charges if additional subscriptions (e.g., Engage, iCIMS Employer Branding) are added by such Premium Subscriber, or if expansions to previously purchased subscriptions are added.

### **Modifications to Premium Success**

iCIMS may modify its Premium Success offering or this Addendum from time to time in its sole discretion.