



Premium Success Addendum

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 the iCIMS Premium Success Plan offering 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/subscription-agreement>. 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 holidays¹.

“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.

Issue Severity	Definition	Initial Response	Status Update	Escalation (as set forth in the table below)	Work Around (if available)	Issue Resolution
Severity 4	Any Issue that is (i) requested change to an existing configuration, (ii) a question regarding usability, documentation, training, or another knowledge enhancement question or (iii) an enhancement request.	12 hours	As Deemed Practical	N/A	N/A	As Deemed Practical

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”).

Designated Customer Success Resource

The Premium Success Plan provides the Premium Subscriber a Customer Success resource. Customer Success resources are product experts who engage with Premium Subscribers to assist with the product adoption utilization, including sharing advice and guidance related to optimizing the Premium Subscriber’s ongoing use of the product.² iCIMS shall assign the Premium Subscriber a Customer Success Resource following the purchase of the Premium Success Plan or completion of implementation (whichever is later). After the Customer Success resource is assigned, his or her hours of availability will be confirmed with the Premium Subscriber but will be between the hours of 7:00am and 7:00pm ET. Support under the Premium Success Plan will be provided in English only.

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

² Subscriber is responsible for evaluating any advice or guidance received from iCIMS and for implementing such guidance. Consultation will consist of system consultation only, and will not include process consultation.



Premium Engagements³

After completion of implementation, Premium Success Subscribers can begin requesting [Premium Engagements⁴](#). Premium Subscribers can request Premium Engagements as often as desired, but only one Premium Engagement can be actively utilized at a time. An active Premium Engagement must be completed prior to initiating a different Premium Engagement. Execution of the Premium Engagement is dependent upon a mutually agreed upon schedule between the Premium Subscriber and iCIMS. Premium Subscriber can request a Premium Engagement by submitting a case on the iCARE site. The assigned Customer Success resource will confirm receipt of this request within twelve (12) hours and provide the Premium Subscriber with an updated timeline for the delivery of the Premium Engagement based on the corresponding preparation guidelines.

iCIMS reserves the right to modify the Premium Engagement library from time to time in its sole discretion. Premium Engagements will be scheduled Monday through Friday, during the hours of 9am to 5pm ET, excluding iCIMS recognized holidays⁵, unless otherwise specified in the description of the Premium Engagement. For clarity, Premium Engagements are advisory in nature, and shall not result in the transfer or assignment of intellectual property rights between the parties. Premium Engagements are available in English only.

System Health Check

Subscriber is entitled to one system health check per year⁶. Scheduling for the system health check is dependent upon a mutually agreed upon schedule between the Premium Subscriber and iCIMS. Appointments must be made through the Customer Success team.

Priority Access to Training

Subscriber may reserve seats to FastTrack up to one (1) month prior to the scheduled training.⁷

Products applicable to the Premium Success Plan

The Premium Success Plan may be purchased to provide additional support and services for the Subscription. If purchased, the Premium Success Plan 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 to Talent Acquisition Suite Products (e.g., Recruit, Onboard, Connect) are added by such Premium Subscriber, or if expansions to previously purchased Talent Acquisition Suite Product subscriptions are added.

Modifications to Premium Success Plan

iCIMS may modify its Premium Success Plan offering from time to time in its sole discretion.

³ Subscriber is responsible for evaluating any advice or guidance received from iCIMS and for implementing such guidance. Implementation of feedback may require a project, project resource or training recommendations, and may require an additional cost. Consultation will consist of system consultation only, and will not include process consultation.

⁴ This hyperlink redirects to <https://care.icims.com/s/premium-engagements>.

⁵ A listing of iCIMS's recognized local holidays for an applicable year is available on the iCIMS Care site at [iCIMS Holiday Schedule](#).

⁶ Subscriber is responsible for evaluating any advice or guidance received from iCIMS and for implementing such guidance.

⁷ This is subject to availability. The seats are reserved for Premium Subscribers but other Premium Subscribers can request and reserve seats for the session. iCIMS may in its sole discretion reserve more seats if there is high demand.