

Momentum Elite Premier Insights Subscription

This is a Recurring Service offering customer-specific reports, dashboards, and document templates. The purpose of this document is to outline the scope, assumptions, limitations, and exclusions associated with the Services provided. The scope of this subscription includes up to five (5) new "Custom Builds", allocated on an annual basis. For multi-venue Customers, the subscription includes up to five (5) new custom builds per venue. A "Custom Build" refers to the creation of a customer-specific report, dashboard, or document template.

Modifications to existing reports, dashboards, and templates may incur additional charges or count against your annual Custom Builds if the requested changes necessitate significant restructuring of the report, dashboard, or document template. Provider reserves the right to require the creation of a separate report, dashboard, or document template to necessitate performance quality.

The Momentum Elite Premier Insights Subscription aligns with the current subscription term and will terminate on the same date as all other Customer subscriptions. Custom Builds are allocated annually. Any unused Custom Builds will be forfeited and cannot be rolled over to the following year. No refunds will be issued for unused Custom Builds.

Assumptions

- The Customer environment is on the latest software version.
- Customer will promptly provide all required documentation, requirements, and technical information including desired output.
- Customer will report any system errors received to Support to be addressed within regular SLA requirements.
- New features or functionality may be made available through general product releases. Customers may request modifications to their Custom Builds to reflect new features or functionality. Such modifications will be considered one (1) Custom Build.

Limitations

- This scope covers only Recurring Services for Custom Builds.
- The scope of work does not include support for issues unrelated to the Custom Builds.

Scope

Provider responsibility

- Up to five (5) new Custom Builds per venue.
- Ongoing Maintenance: Provider will provide maintenance and support for the customer-specific developments, ensuring they remain functional and compatible with related products, provided Customer remains on the latest software version.
- Monitoring: Provider will monitor the database to identify and address any issues introduced by a development change to the Custom Build. This may include performance optimization and troubleshooting.
- Support: Customer will have access to the Support Center, where they can submit a ticket for assistance with any questions or concerns related to their customer-specific developments.
- Software Updates: Provider will provide maintenance to the customer-specific developments to ensure compatibility with new versions of the software, if needed.

Customer responsibility

- As this is a customer-specific development, it is essential to note that resources on the Customer side must be allocated for activities such as review and testing.
- Upon completion of a Custom Build, the Customer is responsible for access, distribution, and content of reports, dashboards, and templates to users.

Exclusions

- The scope of work does not include support for reports, dashboards, or document templates built by the Customer. Requests to modify Customer-built reports, dashboards, or document templates may incur additional charges or count against your limit of Custom Builds.