Staffbase Support Policy
(Global Markets Only)

Version Oct 20th, 2026

1. DEFINITIONS AND INTRODUCTION

This Support Policy (the "**Policy**") details the technical support services that Staffbase provides to Customers located in the Americas (US, Canada, Central & South America), UKI, MEA and APJ regions ("Global Markets"). Any capitalized term used but not defined in this Policy will have the meaning given to it in the Agreement.

2. SUPPORT

2.1 Customer is assigned one region for Support based on the hosting location of the Services (EMEA, Americas, APJ).

2.2 Staffbase shall provide administrative users of Customers (**"Admin Users"**) with technical support for the Services as follows based on the support plan purchased by Customer ("**Support**"):

	Core Support	Premium Support
Support by our In-House Customer Care Team		
Support Business Hours • **EMEA**: Monday - Friday, 09:00 to 18:00 CET *(excluding holidays in Saxony, Germany)* • **Americas**: Monday - Friday, 09:00 to 20:00 EST *(excluding US Federal holidays)* • **APJ**: Monday - Friday, 09:00 to 18:00 AET *(excluding Australian Public Holidays)*	✓	✓
Email Support Inquiries may be raised at any time via email to support@staffbase.com, a web form at https://support.staffbase.com/, or the in-product support widget. Inquiries may be submitted in German or English depending on the assigned region for support.	✓	✓
Phone Support Inquiries may be raised via phone depending on the hosting location of the Service: Numbers with local availability (German): • **EMEA**: +49 800 371 0001 Numbers with local availability (English): • **EMEA**: +49 800 371 0002 • **Canada**: +1 (844) 406-0643 • **USA**: +1 (844) 989-0323 • **APJ**: +61 1800 959 906		✓
Expedited First Response Times As set out in the table in Section 4 of this Policy.		✓
Dedicated Ticket Queue Depending on the topic and severity, inquiries skip the first-level queue and will be handled by our second-level support team.		✓

24×5 Support Extended business hours from Monday to Friday.		✓
24×7 On-Call Support 24×7 customer support availability for Severity 1 Incidents. Up to five Admin Users are eligible to create tickets outside of business hours (24×7) with Severity 1 which Staffbase will handle on an on-call basis.*		✓
Editor Support Gives the following users, as further described in the Documentation, the ability to raise support inquiries: managing editors, system-wide editors, and space administrators (together "**Editor User Roles**").		✓
Self-Service Resources		
Help Center Detailed product articles and an overview of all inquiries raised by the Customer accessible via https://support.staffbase.com	✓	✓
Campus On-demand product training courses for different user roles and a best-practice library accessible via https://campus.staffbase.com	✓	✓
Transparent Status Dashboard Proactive communication of the platform status and scheduled maintenance via https://status.staffbase.com/ including post-mortems for incidents.	✓	✓
Mobile App Services		
Sandbox Mobile Apps An additional mobile app version of the test environment.		✓
On-demand Mobile App Updates Mobile app updates can be requested outside of the quarterly release schedule if necessary, for example, due to app graphic changes.		✓
Retained Services		
Strategic support designed to give you dedicated time for enhancements, new features, and expert guidance that helps your platform do more. Retained Services are available for an additional fee, as set forth below: • Essentials Package, 20 hours per year • Bronze Package: 40 hours per year • Silver Package: 80 hours per year • Gold Package: 160 hours per year • Platinum Package: 240 hours per year For more information on Retained Services, please visit section 6 of this Policy.	$	$

** Staffbase can only offer 24×7 support with the support of our Staffbase Affiliates located globally. Outside of business hours, tickets should therefore be submitted in English. We may not be able to provide 24×7 when a customer has requested support from one region exclusively. For these customers, the "Core Support" business hours will apply.*

3. INCIDENT SUBMISSION

3.1 Customer may report any failure of the Services to operate in accordance with its Documentation (**"Incidents"**) through the methods specified in Section 2 of this Policy.

3.2 Staffbase shall use reasonable efforts, commensurate with the severity of the Incident, to resolve the Incident.

3.3 Customer shall provide information and cooperation about an Incident to Staffbase as reasonably required for Staffbase to provide Support including:

(a) Customer's assessment of the severity of the Incident based on definitions in Section 5 of this as Policy;

(b) details on which aspects of the Services are unavailable or not functioning correctly;

(c) the start time of the Incident;

(d) the Incident's impact on users;

(e) list of steps to reproduce the Incident;

(f) relevant log files or data (if available); and

(g) wording of any error message (if available).

4. INCIDENT RESPONSE

4.1 Customer shall assign an initial severity level to each Incident they report to Staffbase. Staffbase shall review the Incident report and assign a final severity level to the Incident based on the definitions set out below (the **"Severity Level"**). Staffbase shall respond to Incidents based on the Severity Level.

4.2 If Customer has purchased the Premium Support plan, Customer will be supported from EMEA and the Americas regions to expedite the handling of the Incident depending on the location of the Admin User and the Severity Level of the Incident.

	Core Support	Premium Support
1 - Critical (Services are unusable or unresponsive) Services are unusable or unresponsive, and Customer is persistently unable to continue essential operations and no temporary workaround exists.	2 hours	1 hour
2 - Urgent (Key features of the Services are unusable) The Services are persistently not operating in accordance with the Documentation. Performance of key features is degraded for the majority of Customer's users. No reasonable workaround is available.	4 hours	2 hours
3 - High (Normal usage of the Services is affected) The Services are not operating in accordance with the Documentation. Performance of non-business critical features is degraded for most of Customer's users.	8 hours	4 hours
4- Minor (Low-impact issue/request for information) Inquiry regarding a non-critical technical issue or request for information on Staffbase's capabilities; a minor bug; or any issue with a reasonable workaround available.	16 hours	8 hours

**First response time refers to the timeframe beginning with Customer submitting an Incident report and the Staffbase team responding with a solution or with clarification questions. All First Response Times are calculated during Support Business Hours (see Section 2).*

5. EXCLUSIONS

5.1 This Policy does not apply to any software, equipment, or solutions not purchased from Staffbase. This Policy does not apply if Customer is in material breach of this Agreement or payment is overdue for any invoice not disputed in good faith.

5.2 Staffbase shall not provide Support for Incidents arising from:

(a) Customer's equipment, software, network connections, or other systems;

(b) use of the Services in a manner not consistent with the Documentation or in breach of the Agreement;

(c) modifications to the Services by any party other than Staffbase or as authorized by Staffbase;

(d) the acts or omissions of third parties;

(e) general Internet problems, Force Majeure Events, or other factors outside of Staffbase's reasonable control;

(f) Third-Party Services; or

(g) Betas and Trials.

6. Retained Services

6.1 Staffbase shall provide the following "**Retained Services**" to Customer's Admin Users pursuant to the terms of this Policy:

(a) **Design Services**: Design support (icons, layouts, template, branding), additional email templates, customizations and custom animations, UI/UX review of existing design and content, extended and multi-branding support.

(b) **Configuration and Customization Support**: Implement new platform features or capabilities not currently configured. Create new widgets or plugins. Launch additional sites or Spaces within the Staffbase platform. Customize workflows or content journeys. Enhance design and user experience for targeted audiences. Support integration with third-party platforms or tools.

(c) **Advisory Services**: Workshops on information architecture & navigation restructuring, platform review, use case collection, enhancement & clustering workshops, expert sessions (on various key topics), extended analytics session, review of project scope & objectives.

(d) **Proactive Technical Consultation**: Guidance on best practices for extensibility, modularity, and sustainable implementation. Code sample reviews and architecture consulting. Strategic planning for future development cycles, release management, and configuration changes.

(e) **Partner Engagement Support:** Strategic and technical support for partners or integrators during deployments. Enablement of external teams with code samples, frameworks, and Staffbase best practices.

(f) **Customized training, personalized to your unique installation and features**: Customers can leverage this offering to schedule, plan, and execute personalized training for content authors and administrators based on your specific deployment.

6.2 Retained Services are available as set forth below. Hours are provided in blocks allocated semi-annually:

Essentials Package: 20 hours per year (allocated as 10 hours per half year)

Bronze Package: 40 hours per year (allocated as 20 hours per half year)

Silver Package: 80 hours per year (allocated as 40 hours per half year)

Gold Package: 160 hours per year (allocated as 80 hours per half year)

Platinum Package: 240 hours per year (allocated as 120 hours per half year)

6.3 Retained Services hours are allocated based on 6-month periods tied to the Subscription Term. (e.g., for a one-year Subscription Term, these periods run from Month 1-6 and Month 7-12 of an annual Subscription Term). All hours allocated for a specific 6-month period must be used within that same 6-month period. Hours expire at the end of the period for which they were allocated. Unused hours from one period do not roll over to the next and will be forfeited.

6.4 Retained Services may be delivered remotely (via a group or one-to-one setting) via the web, over the phone, via web session, or in person at the nearest Staffbase office. Onsite sessions at Customer's location may be arranged for an additional fee as agreed in advance between Staffbase and Customer.

6.5 Retained Services is project-based and must be scheduled in coordination with the Customer's account representative. All work must be requested and approved via submitted work requests. Approval is subject to availability and planning coordination.

6.6 Exclusions. The following services are not included with Retained Services and would require a one-time Services engagement with Staffbase or a Staffbase Partner at an additional cost:

(a) **Microsoft365 and Identity Provider (IDP) Administration**: Staffbase will not manage, support, or administer the customer's Microsoft365 tenant or their Azure Active Directory (or other IDPs). While we can provide integration guidance through Retained Services, customers remain responsible for the configuration and operation of their own tenant and authentication systems.

(b) **Content Migration Execution**: Staffbase does not perform direct content migration services. However, Staffbase can help guide and plan the migration strategy, offer best practices and tooling recommendations, and provide high-level validation of migration approaches.

(c) **Custom Development Exceeding 100 hours**: Staffbase has an extensive, trusted partner network that we connect customers to for projects of this magnitude.