

# Service Description

## Introduction to Your Service

As described in this Service Description (the “Service Description”), the Boomi Enterprise Platform (the “Service”) provides customer (“you” or “Customer”) access to a proprietary, business-integration, software-as-a-service via the Internet on a subscription basis. The Service enables you to integrate your data, software and software applications. As set out in the Boomi Documentation, elements of the Service can be hosted by Boomi, in a public runtime cloud, or downloaded and installed behind your firewall or within your chosen cloud infrastructure.

## Offer Description

As part of the Service, Boomi provides Customer access to and use of a Boomi’s web-based software platform, hosted by Boomi, enabling you to design, build and execute integration processes (the “Boomi Enterprise Platform”). The Boomi Enterprise Platform includes the Boomi runtime and the Connector.

## Definitions

A “Connection” is one connection end-point to a database, application, or API for use in an integration process created within the Boomi Enterprise Platform.

“Enterprise” class Connections and “Standard” class Connections are as stated at <https://boomi.com/platform/integration/applications/>.

“Boomi runtime” means the proprietary runtime engine hosted by Boomi, or downloaded and installed behind your firewall, which executes the integration processes.

“Boomi EDI” means the proprietary web-based Boomi software developed, provided and hosted by Boomi that enables you to design, build, execute and manage a trading partner network using traditional EDI data transformation (specifically AS2 and X12 data structures).

“Boomi Enterprise Platform” means the web-accessible design interface and library of components developed by Boomi, including, but not limited to, connectors, transformation maps, error handling modules, decision handling modules and processing logic, that enable you to design, create, build and manage an integration process.

“Connector” means the software code developed by Boomi that enables a connection to one instance of an application, database or file format.

### Optional Services

Customer may elect to purchase the following optional services which, if purchased, will be reflected on Customer’s Order Form:

Consulting Services: Hourly, prepaid, or per-interface consulting, offering expertise in Boomi software and general enterprise integration best practices.

Instructor Led Training Services: Depending on the service purchased, either a web-based training and consulting service to help Customer become self-sufficient in using the Service or an onsite service involving integration consulting, assistance defining and implementing a pilot integration process and, if purchased, Boomi services training and certification.

Boomi Customer Care Services: Boomi's goal is to provide subscription entitlement services according to the tables below, depending on the tier of entitlement you've purchased. Business hours are defined by support regions, excluding regional holidays, and are associated with the time zones defined as follows:

Asia Pacific - Australian Eastern Time

Americas - Eastern Time

Europe, Middle East, Africa - Greenwich Mean Time

	Basic Support	Enhanced Support/ Expert Bundle	Advocate	Side-by-Side
Business Hours of Coverage	M-F 8am-5pm in defined support region excluding regional holidays	M-F 8am-8pm in defined support region excluding regional holidays Severity 1 - 24x7	M-F 8am-8pm in defined support region excluding regional holidays Severity 1 - 24x7	Severity 1 - 24x7 Non-Severity 1: 24x5 in defined support region
Support Channels	Community LMS User Forums Support Portal Chatbot	Community LMS User Forums Support Portal Chatbot > Live Chat Phone	Community LMS User Forums Support Portal Chatbot > Live Chat Phone	Community LMS User Forums Support Portal Chatbot > Live Chat Phone
Number of Cases	5 per contract year	Unlimited	Unlimited	Unlimited
Initial Response Times	Severity 1: 4 Business Hours Non-Severity 1: 2 Business Days	Severity 1: 1 hour (24x7) Non-Severity 1: 8 Business Hours	Severity 1: 1 hour (24x7) Non-Severity 1: 4 Business Hours	Severity 1: 1 hour (24x7) Non-Severity 1: 2 Business Hours (24x5)
Escalations	N/A	Sev 1 Only	Sev 1 & 2 Only	All Severities
Advisory Services	N/A	Technical Account Manager (Available only with the Expert Bundle)  Platform Development and Assurance - up to 8 sessions (Available only with the Expert Bundle)	Technical Account Manager  Platform Architect  Platform Development and Assurance - up to 20 sessions	Technical Account Manager  Platform Architect  Platform Development and Assurance - up to 20 sessions  Enterprise Architect

Support Initial Response Time	Basic	Enhanced Support/ *Expert Bundle	Advocate	Side- by- Side
Severity 1 (Urgent): Security breach, production down, or complete system failure. Significant parts of the system are not secure or are inaccessible or inoperable. There is no viable workaround.	4 Business Hours	1 Hour (24x7)	1 Hour (24x7)	1 Hour (24x7)
Severity 2 (High): Primary business requirements could not be met. There are no easily apparent viable workarounds. Performance, functionality, or usability is seriously degraded.	2 Business Days	8 Business Hours	4 Business Hours	2 Business Hours (24x5)
Severity 3 (Medium): Business requirements can be met with the system. Workaround is apparent. Performance, functionality, or usability is not seriously degraded.	2 Business Days	8 Business Hours	4 Business Hours	2 Business Hours (24x5)
Severity 4 (Low): May be addressed in a future release at Boomi's discretion. Minor typos, wish list suggestions, but not a required change. Would not affect release accuracy or usability in any significant way.	2 Business Days	8 Business Hours	4 Business Hours	2 Business Hours (24x5)



## **Service Levels**

Boomi makes the Service available subject to the service levels set out at [www.boomi.com/sla](http://www.boomi.com/sla) (“SLA”), which is incorporated into this Service Description. The SLA may be amended from time to time by Boomi, with the amended version being the operative SLA with respect to this Service Description and the Service (i) from that point forward, or (ii) upon the next renewal date of the term, if Customer provides written notice of their objection to the change within 30 days of the amendment. Any new features added by Boomi that update, augment, or enhance the Service will also be subject to this Service Description.

The activation date (“Activation Date”) of this Service Description is the date on which the related Order Form is executed by the Customer and accepted by Boomi. Billing will begin on the start date specified in the Order Form (the “Billing Start Date”).

Boomi Professional Services are available and, if purchased, are subject to a separate signed Professional Services Agreement.

## **Miscellaneous**

Other than with respect to the Boomi Enterprise Platform, no hardware or software is being transferred, sold, leased or licensed to Customer under this Service Description. To the extent Boomi uses hardware or software as part of its delivery of the Service, such hardware or software will be licensed, owned or otherwise held by Boomi.

## **Terms & Conditions**

Support services for Boomi products purchased through Boomi resellers are subject to the agreement between End-Customer and the Boomi reseller. End-Customers should consult their reseller for support details.

Support availability varies by country according to the respective time zones as defined above. To learn more, customers and Channel Partners should contact your sales representative for more information.

This Service Description is governed by and subject to the terms and conditions in Customer's separate signed MSA to the extent such agreement explicitly authorizes Customer to order the Service or, in the absence of such agreement, Boomi's terms and conditions of sale apply and are available upon request or online at [boomi.com/msa](https://boomi.com/msa).

Note: This Service Description applies to the Boomi Customer Care Services noted above. If you require a copy of the Service Description applicable to additional Support Services purchased from Boomi, please visit <https://boomi.com/legal/service/>.