



Sovos Maintenance & Support Policy

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Section 1: Prerequisites for Customer Access to Sovos Support

Access to Sovos customer support ("Sovos Support") will be provided to Sovos Customers for the term outlined within their Master Agreement and incorporated Schedules, Data Sheets, Order Forms, and amendments (the "Agreement"), based on the following criteria:

- The Customer has a current and fully executed governing Agreement in place with Sovos.
- The Customer's Supported products and/or Services have not been suspended pursuant to the governing Agreement.
- The Sovos Supported products and/or Services are being used in accordance with the terms contained within the governing Agreement and the Customer is not in breach of their Agreement.

Sovos may elect not to provide access to Sovos Support for Customers that do not meet the above criteria. All Customers provided access to Sovos Support will receive Support during the normal operating hours outlined in the Support Hours Section of this policy, unless otherwise specified in their current governing Agreement.

Section 2: Unlimited Support

Sovos Support shall provide "Unlimited Support" for the Sovos Supported products and Services. Sovos Supported products and/or Services that have been altered or modified by anyone other than Sovos or its licensors may not be supported. Unlimited Support includes general product and technical assistance for all current and supported Sovos Supported product releases, running on the infrastructure and/or environment for which they are intended. Support for software upgrades or installs is covered under Unlimited Support; however, Sovos Support does not perform On-Premise software upgrades and installs, or other services related to On-Premise software upgrades or installs. In addition, Support for On-Premise software upgrades or installs is limited to general product and technical assistance.

Unlimited Support shall not include:

- Data imports, exports, and/or data conversion where conversion includes data movements, data additions, or any data transformation.
- Data entry, data set-up, and/or data maintenance.
- Unscheduled On-Premise installations/deployments.
- Project management, training, customizations, onsite support, or any services otherwise provided by Sovos Professional Services or Sovos Managed Services.
- Database level support.
- Computer hardware and networking problems; or
- Any systems or programs not supplied by Sovos (e.g., governmental or jurisdictional website failures).

Supported Products used other than in accordance with the Documentation or on an operating environment other than listed in the Documentation, as well as any discrepancies that do not significantly impair or affect the operation of the Supported Products are not covered under Unlimited Support. For purposes of this section,

"Documentation" shall mean the primary install and overview guides that accompany the Supported Product. Support of customizations may be obtained from Sovos Professional Services at the then-current rate, unless otherwise specified in the Customer's current governing Agreement. All services provided by Sovos Professional Services are subject to availability at then-current rates.

API

Several of Sovos' products and Services communicate with Customers' systems, or other Sovos products and Services via an Application Programming Interface (API). Sovos does not provide unlimited support for computer hardware and networking problems, or any systems or programs not supplied by Sovos. Sovos Support will provide unlimited product and technical assistance for API, SAP, & RTC integrations between Sovos' Cloud subscription-based products and Services. Sovos Support will also provide unlimited product and technical assistance for Cloud Subscription Compliance Server problems. However, Sovos Support will not provide unlimited technical assistance for API, SAP, & RTC integrations between a Sovos product or Service and a Customer system if the incident's root cause resides in the Customer system. For Sovos Support to provide technical assistance for API, SAP, & RTC integration failures on the Customer's system, a Statement of Work (SOW) will be required.

SAP

Unlimited Support shall not include:

- Configuration and localization of Customer's SAP environment to provide accurate and complete data. This means raw invoice data (e.g., line items, prices, quantities, taxes) are configured according to the fiscal and operational needs of the business;
- SAP customizations needed to access source data that is not available through reasonable standard access (e.g., SAP document types, fiscal codes, or master data objects);
- Completion or ongoing support of any SAP commercial automation (e.g., MIRO and MIGO), regardless of whether that SAP commercial automation was developed by Sovos or a third party;
- Monitoring of a Customer's invoice activity either directly through SAP or via the web-based transaction monitor provided as part of Sovos' product(s) and/or Service(s);
- Improvements or enhancements to SAP process flow;
- Modifications required because of changes Customer has made to its SAP environment or business processes;
- Configuring a new REAL-TIME Connector; or
- Troubleshooting firewall/proxy network access.

Section 3: Designated Support Contacts

Overview

Customers accessing Sovos Support are required to designate at least one named Designated Support Contact ("DSC") within their organization. Sovos Support recommends designating approximately two (2) DSCs that will

engage Sovos Support. DSCs will be provided login credentials for the Sovos Portal; additional DSCs may be identified based on a customer's reasonable business needs.

Requirements

DSCs must be qualified employees of, or approved designees for, the Customer. A DSC may not be a competitor or an employee of a competitor of Sovos products and/or Services.

The Customer is responsible for the proper training of their DSC(s) in the operation and use of all applicable Sovos Supported products and Services. All DSCs must have attended Sovos training courses for the applicable Supported products and Services prior to contacting Sovos Support.

Training for DSCs is offered through the Sovos Professional Services group at the then current rates, unless otherwise specified in the current governing Agreement. Additional training options can be found on the Sovos Portal or by contacting the Customer's Account Manager.

Section 4: Supported Languages

During Standard Support Hours, Maintenance and Support provided by Sovos Support is delivered in English, Spanish, Portuguese and Turkish. After-hours (24 x 7) Support is provided in English with the exception of Latin American invoicing which is also delivered in Spanish and Portuguese. Sovos Support will make reasonable efforts to accommodate other local languages.

All formal written documentation is provided in English.

Section 5: Support Case Submission

Create a Case through the Support Portal

Except when otherwise required by applicable law or expressly stated in the Customer's governing agreement, all support cases must be initiated through the Sovos Support portal (<https://support.sovos.com>), which serves as the single, global point of entry for support across Sovos products and services.

The Support portal enables customers to:

- Submit and manage support cases
- Chat with a support representative directly through a live chat feature located in the bottom right-hand corner of the Support portal
- View case status and case history
- Access product documentation, knowledge base articles, and self-help resources

Sovos Support portal: <https://support.sovos.com>

Customers will be required to log in using their Sovos Login to access the Support portal. Customers without a Sovos login can create one by clicking Register Now on the login page. Should a customer have difficulty accessing

the Sovos Customer Support Portal, they may report a sign-on issue through a form on the login page by clicking Can't log in?

After-Hours Emergencies

Should a customer have an after-hours emergency issue, they should first create a case through the Support portal then contact our after-hours emergency telephone lines. These lines are only active outside of standard support hours.

- US & CANADA: +1 866 890 3971
- EMEA: +44 203 868 4126
- LATAM
 - Peru: +51 1 644 0427
 - Mexico: +52 55 5232 1404
 - Brazil: +55 11 4210 4407
 - Chile: +56 2 2760 8558 or +56 2 2840 3443
 - Colombia: +57 601 514 3633
 - Ecuador: +593 4 600 8138

For more information on 24x7 emergency support, please see Section 8.

Support Ticket (Case) Requirements

Cases may only be opened using one of the methods described above. When opening a case, Customers must provide the following information:

- Account Name
- Customer ID ("CID")
- Affected product
- Description of issue and error messages

In addition, the following information may also be requested to troubleshoot or resolve the case:

- Steps taken to produce the issue
- Screen prints and other applicable data and information required to reproduce the issue
- Logs, checklists and network diagram

On-Premise Based Customers must provide the following additional information:

- Product, Version, and Release Number
- Description of operating environment

Support Ticket (Case) Severity Levels

On-Premise Based Customers

Cases will be worked based on the severity assigned by Sovos per the guidelines defined below. The Case Severity may change over time as more information becomes available or workarounds are provided.

Severity Level	Definition
Severity 1 - Emergency	Most or all of an On-Premise Customer's production environment is unable to process and there is no viable workaround.
Severity 2 - Critical / Major	An issue that causes On-Premise Customer's production environment to be severely impaired. No viable workaround.
Severity 3 - Significant	An On-Premise Customer is unable to perform job requirements within the On-Premise environment. A viable workaround may exist.
Severity 4 - Complex / Normal	Any issue that is not impacting the function of the Supported Product to any material extent.
Severity 5 - Routine / Low	No specific outage experienced. Feature requests, questions, and advice.

Cloud Based Customers

Cases will be worked based on the severity assigned by Sovos per the guidelines defined below. The Case Severity may change over time as more information becomes available or workarounds are provided.

Severity Level	Definition
Severity 1 - Cloud Outage	Emergency - Full Outage for Cloud Customers. Most or all a Cloud Customer Base is unable to access business critical parts of the product and/or Service production environment, and no viable workaround exists.
Severity 2 - Critical / Major	Emergency - Core functionality. Cloud Customer base is experiencing a moderate to severe impact to core functionality of the product and/or Service, and no viable workaround exists. UAT environment core functionality impacts cannot be classified higher than a Class 2.

Severity 3 - Significant	For Cloud Customers, a single user or group is unable to perform job requirements within the Cloud environment. A viable workaround may exist but does not meet Customer's reasonable expectations. Issues in an internal-only environment cannot be classified higher than a Class 3.
Severity 4 - Complex / Normal	Any issue that is not impacting the function of the Supported Product to any material extent. Lack of action will not significantly hamper output of a group or individual.
Severity 5 - Routine / Low	No specific outage experienced. Feature requests, questions, and advice will fall into this category.

Target Response Times

Sovos Support will make commercially reasonable efforts to ensure that submitted cases are assigned the proper level of Severity. "Response Time" is the time it takes before a support analyst makes initial contact with the individual who submitted the case. Apart from Severity 1 - Cloud Outage issues as well as Severity 2 - Critical issues logged by a Customer that is using a Cloud-based product or has purchased 24x7 support, response times are calculated within Standard Support Hours. Response Time is not a resolution goal and should not be interpreted as a guarantee of service. Sovos Support does not provide resolution targets, and Response Time should not be interpreted as a commitment regarding resolution timeframes.

	Sev 1	Sev 2	Sev 3	Sev 4	Sev 5
Response Time	1 hour	1 hour	24 hours	1 business day	3 business days

Section 6: Customer Responsibilities

The ability of Sovos Support to respond quickly and effectively to cases is dependent on the Customer fulfilling the responsibilities and requirements set forth in this policy.

Customer will use commercially reasonable efforts to:

- Ensure all DSCs have appropriate knowledge and skills involving applicable Sovos Supported Products.
- Provide information relevant to the case and, for On-Premise based deployments, any recent changes to the operating environment, within a reasonable period after submitting a case, or upon request by Sovos.
- Provide Sovos with reasonable and suitable access to the environment being supported, as described in Access to Customer Data Section below (applicable only with respect to On-Premise based deployments).

- Assume responsibility for fully protecting Customer Data against loss or corruption (applicable only with respect to On-Premise based deployments). Sovos will not be responsible for the loss of information or data while providing Support.
- Act upon recommended solutions provided by Sovos within a reasonable period of time.

On-Premise Based Customers will also use commercially reasonable efforts to:

- Apply Updates made available by Sovos, or its authorized partners, in a timely manner (applicable only to On-Premise deployments).

Section 7: Access to Customer Data

To allow the proper diagnosis of support cases, Sovos may require access to Customer Data. "Customer Data" means any data and information the Customer provides, generates, transfers or makes available to Sovos under the Agreement, whether printed, electronic, or in some other format. Customer Data shall also include data and information belonging to Customer's clients.

Access may include, but is not limited to:

- Ability to view the user's desktop
- Copies of reports, screen prints, and/or other static data
- Access to test or backup systems
- Access to test or production databases

In all cases, Sovos will ensure that requests for access (whether to the production database, backup systems, Customer Data, or otherwise), either directly or from a copy, are only made when no alternative is appropriate and feasible. If the Customer is unable to provide access that has been requested, the Customer should discuss alternative solutions with Sovos. Sovos reserves the right to automatically close cases when the Customer has not provided adequate, necessary information for a full analysis within a reasonable period of time.

Section 8: Support Hours

Standard Support Hours

Excluding weekends and the Sovos observed holidays listed below, Sovos Support will be available:

- North America Support: 8:00 AM - 8:00 PM (8:00-20:00) EDT/EST
- Spanish Speaking Americas Support: 9:00 AM - 6:00 PM (9:00-18:00) CLT/CLST
- Brazil Support: 9:00 AM - 6:00 PM (9:00-18:00) BRT/BRST
- Europe Support: 9:00 AM - 5:00 PM (9:00-17:00) GMT/BST
- Turkey Support: 9:00 AM - 5:00 PM (9:00-17:00) GMT/BST

24 x 7 Emergency Support

24 x 7 Emergency support is available during non-business hours for Severity 1 (Cloud Outage) issues as well as Severity 2 (Critical / Major) issues logged by a customer that is using (i) a Cloud-based product or (ii) has purchased 24 x 7 Emergency support along with an On-Premise product. A support analyst will be available through an answering service during non-business hours 7 days per week for 24 x 7 coverage to address Severity 1 (Cloud Outage) and Severity 2 (Critical / Major) issues with Sovos products and Services for such Customers. If experiencing Severity 1 (Cloud Outage) issues or Severity 2 (Critical / Major) issues during non-business hours, the customer must call the appropriate telephone number provided above.

Case Entry

Cases created via the Sovos Portal will not automatically trigger 24 x 7 Emergency Support; a customer must engage Sovos Support by calling the appropriate phone number listed above.

Severity 1 and 2 After-Hours Emergency

Sovos Support will make commercially reasonable efforts to ensure submitted cases are assigned the proper level of Severity. Sovos Support will use commercially reasonable efforts to include Technical Operations and Development to remediate Emergency Class 1 and Class 2 issues in a timely fashion.

Response Time

"Response Time" is the duration of time between when the issue has been submitted, and when a support analyst makes initial contact with the individual who submitted the case. Response Time is not a resolution goal and should not be interpreted as a guarantee of service. Sovos Support does not provide resolution targets, and response time should not be interpreted as a commitment regarding resolution timeframes. Response Times for Severity 1 (Cloud Outage) and Severity 2 (Critical / Major) issues is less than 1 hour 24 x 7. Response Times for Severity 3 (Significant/Serious), Severity 4 (Complex/General), and Severity 5 (Routine/Low) issues are expressed within standard support hours.

Exclusions

A 24 x 7 Emergency Support election does not include:

- Class 3 (Significant/Serious), Class 4 (Complex/General), and Class 5 (Routine/Low) issues.
- On-Premise Based RTC (real-time connector) issues if no access is provided to Sovos; or
- SAP issues if the issue resides in the Customer system.

If receiving a non-emergency call after-hours, Sovos Support personnel may work with the caller to determine when the issue can be resolved. Engaging after-hours Sovos Support for non-emergencies may result in additional fees.

Sovos Holidays

The Response Times outlined in Section 5 do not apply to the holidays listed below. Non-critical cases will not be responded to until the next business day. Sovos reserves the right to change holidays from time to time, in accordance with the general employment policies of Sovos. An up-to-date listing of Sovos Support Holidays for each Support team is available on the Sovos Portal.

- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day
- New Year's Day
- Memorial Day
- Juneteenth

Section 9: Available Self-Help Support Services

The Support portal includes self-help tools available at <https://support.sovos.com>. The Support portal provides Customers access to valuable updates and information.

Through the Support portal, Customers may:

- Retrieve product updates
- Download product manuals and release notes
- Access knowledge base content
- Submit support requests
- Perform case management
- Chat with a support representative

Section 10: Change Management

Cloud Based Change Management

The following information regarding Sovos' Cloud maintenance is provided for planning purposes only and is subject to change at Sovos' sole discretion. Sovos reserves the right to schedule emergency maintenance outside of these windows in order to maintain system performance, reliability, security, and stability of the Sovos Cloud system.

There are three types of maintenance:

1. Release Maintenance: maintenance required to upgrade the Cloud systems to the latest product version to deliver enhanced features and functionality. Whenever possible, Release Maintenance is completed without downtime.

2. **System Maintenance:** maintenance required to improve the security, availability, and performance of the infrastructure supporting the Cloud system. System Maintenance may include server configuration changes, firmware and OS upgrades, and network device changes. Sovos infrastructure has a high-availability (HA) architecture with redundant hardware, failover capabilities, clustering technology, and ample capacity to sustain the load. Sovos evaluates all proposed System Maintenance and assesses its potential impact to Customers. When Sovos determines that System Maintenance is low risk, Sovos will schedule System Maintenance to run during off-peak business hour windows.
3. **Tax Content Update Maintenance:** updates made only to the GTD Cloud system to provide the latest tax rates and rules for the covered jurisdictions.

Please note: If emergency maintenance is required, Sovos will endeavor to provide as much notice as possible.

On-Premise Based Change Management

Sovos provides On-Premise software updates and releases to Customers through the Sovos Portal. Customers are responsible for applying updates to their On-Premise deployments in a timely manner, as described in Section 6.