

Software and Service Information

Technical Account Management

1. **Applicability.** The terms contained herein apply to the extent that Client has subscribed to the Technical Account Management service via an Order Document.
2. **Overview.** Benevity's Technical Account Management service provides strategic and technical guidance to optimize the use of Benevity's platform and align it with the Client's business objectives. A named Technical Account Manager ("**TAM**") works closely with the Client's main administrators to support effective configuration, performance, and operational success. TAM Clients are also granted access to a dedicated incident response line, as further detailed below. TAM services will commence within two weeks of execution of the applicable Order Document.
3. **In Scope Services**
 - a. **Strategic Planning and Guidance.**
 1. Technical roadmap and strategic advisory
 2. Configuration recommendations and best-practice guidance
 3. Configuration audits and operational reviews
 4. Scheduled planning sessions (health checks, roadmap reviews, technical touchpoints)
 5. Support in planning and implementing key configuration updates
 - b. **Technical Execution.**
 1. Technical project management in coordination with the Client Success Manager
 2. Limited advisory and execution support for non-routine operational activities (e.g., campaign setup guidance, workflow optimization recommendations, reporting file maintenance for complex use cases)
 3. Technical execution for complex projects: discovery, scoping, design, configuration, testing, and post-launch support
 4. Handling of all request types within TAM's supported scope as outlined [here](#).¹
 5. Reporting and analytical support in collaboration with Benevity reporting resources
 6. Technical support for program-specific initiatives in coordination with the CSM.
4. **Out of Scope Services.** These items are not included in the TAM service and may require separate scoping, additional fees, or routing via End User Care as applicable.
 - a. Requests not submitted via B-Hive or help@benevity.com
 - b. Support for users who are not Client-designated administrators

¹ <https://b-hive.benevity.com/hc/en-us/articles/16389140565908-Spark-technical-support-requests>

- c. Requests from non-Client-affiliated and/or personal email addresses
 - d. Large configuration changes or re-designs
 - e. End-user technical or program support
 - f. Formal product training, onboarding, or enablement activities not directly related to a specific, in-scope technical execution effort
 - g. Custom software development, bespoke integrations, or modifications outside of Benevity's standard platform capabilities
 - h. Data transformation, manipulation, or analysis beyond standard reporting outputs and supported reporting tools
5. **Service Levels (TAM).**
- a. **Service Hours:** Monday–Friday, 7:00–18:00 MST (excluding Canadian statutory holidays). Requests submitted outside Service Hours will be addressed on the next business day.
 - b. **Initial Response Time:** within five (5) business hours.
6. **Incident Response (bundled service).** TAM service Clients are granted access to a 24/7, 365-day hotline for reporting Urgent (Severity 1) and High (Severity 2) incidents (each as defined in the [Benevity SLA²](#)). Calls are assessed by Benevity's on-call Incident Response team which coordinates cross-functional resources as required. Access to the incident response hotline does not modify the applicable service levels, resolution commitments, or remedies set out in the Benevity SLA.
7. **Assumptions and Constraints.**
- a. All TAM requests must be submitted via B-Hive or help@benevity.com
 - b. TAM services are provided only to the Client's authorized administrators (maximum of five)
 - c. Benevity may allocate additional team members to support TAM delivery as needed
 - d. Service levels are dependent on request volume, complexity, and resource availability. TAM services are delivered on a reasonable-efforts basis and do not include guaranteed delivery timelines for individual requests.
 - e. If program complexity increases over time, the TAM subscription may be reassessed
 - f. TAM service delivery is dependent on timely Client inputs, access, and decision-making
 - g. Benevity may reassign the named TAM or provide coverage through other qualified personnel at its discretion, subject to availability
8. **Quarterly Reviews.** After the first three (3) months of TAM service delivery, Benevity and Client will, in good faith, conduct quarterly service reviews. Quarterly reviews may

² https://b-hive.benevity.com/hc/en-us/article_attachments/27453963318292

include an assessment of service usage, complexity, and scope, and may result in a recommendation to adjust the TAM subscription

9. **Defined Terms.** Capitalized terms used but not defined herein will have the meanings given in the MSA available online [here](#).³

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³ https://b-hive.benevity.com/hc/en-us/article_attachments/27453774207636