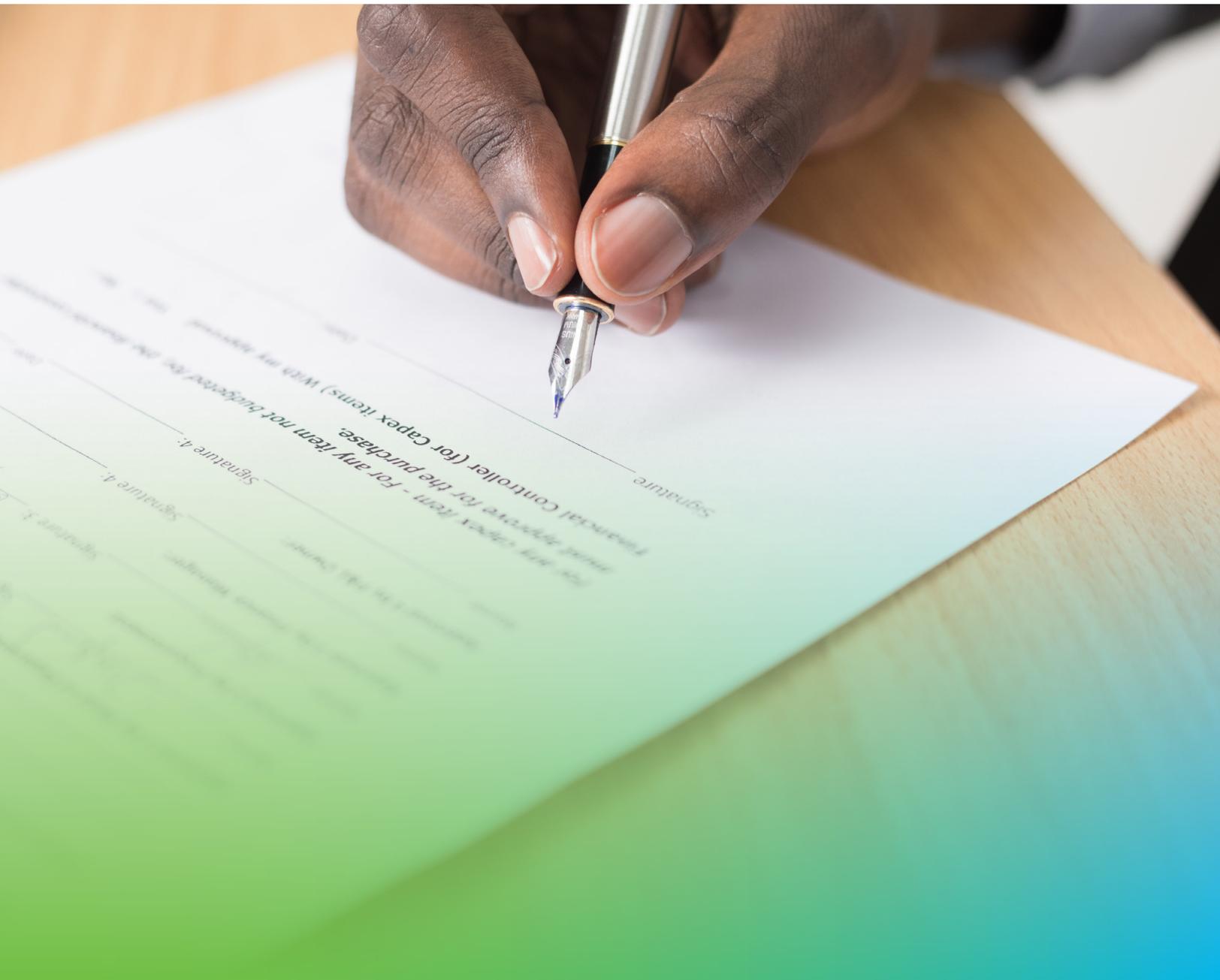# Blackbaud

Subscription Descriptions

Overview

Blackbaud Subscriptions are designed to be accessible by You when You need them. This Subscription Description sets forth Our commitment to You, as an active subscriber of a Blackbaud Subscription, to ensure it is ready when You are (referred to herein as "Available" or "Availability"). Below is a summary of Our Availability service levels and remedies available to You if We fail to meet the service levels.

We are continuously improving Our Blackbaud Subscription and apply updates to our Subscription from time to time. Except for new features, such updates are typically transparent to You and will not cause an interruption to the Availability of the Subscription. There are times when We must reset the equipment, install or re-install patches that may cause the Subscription to be unavailable. For such instances that are a part of Our planned maintenance, We will post a notice on the Subscription in a location visible to You (e.g., prompt upon login or homepage) at least 72 hours prior to the planned maintenance activity. In the rare instance where We need to update the Subscription with less than 72 hours' notice, possibly due to a critical patch or other urgent reasons, We will provide You with as much notice as reasonably possible.

We commit that the production version of Your Subscription will be Available at least 99.9% of the time calculated on a monthly basis, excluding planned and critical maintenance as stated above. As part of Our continued commitment to You, Blackbaud will offer a credit in the event the average availability for the entire prior month falls below 99.7%. Should You experience a disruption to the Subscription, please notify Us as soon as possible, no more than 30 days of the end of that month. We will investigate the issue using Our tools to measure and confirm any reported unavailability.

Upon timely notice of unavailability that qualifies for a credit, We will credit Your next invoice as follows:

MONTHLY UPTIME		CREDIT (percentage of monthly fees for Subscription)
Minimum	Maximum	
≤ 99.7%	≥ 99.5%	10%
≤ 99.5%	N/A	20%

Monitor

We will monitor performance indicators on the systems and network infrastructure to gauge overall performance and will take reasonable steps to address systems and network infrastructure as required to maintain application performance. We will use an internal system to measure whether the Solution is available, and You agree that this system will be the sole basis for resolution of any dispute that may arise between Us regarding the Availability.

Backup

We will perform fully restorable data backups for your production database as follows:

Backup Type	Retention	Location
Nightly	1 week	Primary and Secondary
Weekly	4 weeks	Primary and Secondary
Monthly	6 months	Primary and Secondary

You may request delivery of one (1) backup copy of Your production database per month by creating a case with Support. Data backups stored at Our secondary location will be made available to you by Customer Support.

Overview (continued)

Data backups specific to eTapestry are retained for thirty days after termination, during this time You may download a copy of Your data. Instructions for data export are available at: Creating Database Backup

Upgrades and Patches

We will install upgrades and releases for the Subscription, including patches and/or fixes, as they are made available to our general customer base at no charge. Planned upgrades will be announced in accordance with the Blackbaud Scope of Customer Support.

Administrator

We will provide You with a single administrator user account for secure administrator access. We will also make available to the administrator user tools to create other users for access to the Subscription.

Configurations

We will support configurations built by Our Professional Services developers which are built specifically for the Subscription. Client-built or third party-built configurations are not supported unless certified to be compliant with Our development and security standards. When applicable, configurations must be first deployed to staging for final validation prior to promotion to production.

Email Subscriptions Provided by Blackbaud

We will provide the following Email Solutions as specified on the applicable Order Form:

Bulk Email Service

An email message that is sent to one or more recipients at a time specified by You. Examples of Bulk Email include newsletters and blasts.

Transactional Email Service

An email message that is sent to one recipient in response to an action initiated by the recipient. Examples of Transactional Email include donation acknowledgements, opt-in confirmations, and event registration confirmations.

Email Forwarding Service

An email message that is sent to an email address whose DNS domain is managed by Blackbaud and is automatically forwarded to a different email address specified by You. An example of Email Forwarding is where an email sent to JohnSmith@alumni.university.edu, is received by Blackbaud, and then forwarded to JohnSmith@gmail.com.

Domain Name Service (DNS) Configuration and Maintenance

We will configure and maintain all necessary DNS records to ensure proper delivery of email through Our Subscriptions and will only do so for domains exclusively used for Our Subscriptions.

Blacklist Monitoring

We will monitor all private and shared IP addresses used for Email Solutions for inclusion on any of the well-known Blacklists. When an IP address is listed on any of the well-known Blacklists We will take appropriate action to get the IP address removed from the Blacklist.

DDoS Services Provided by Blackbaud

A denial-of-service (DoS) attack is an attempt to make a machine or network resource unavailable to its intended users by temporarily or indefinitely interrupting or suspending services of a host connected to the Internet. A distributed denial-of-service (DDoS) attack is where incoming traffic comes from more than one - and often thousands - of unique IP addresses, either from botnets or via various types of reflection attacks.

In the event of a DoS or DDoS attack targeting You, We cannot guarantee continuous Availability without the addition of special protective services ("Auto-Mitigation") intended to mitigate the effect of such attacks. In the event of a DoS or DDoS attack on Your specific IP address(es), We will deploy Auto-Mitigation at Our expense for a period of 24 hours, during which time We will notify You of the DoS and DDoS attacks. Following this 24-hour period, You will have the option to take Your website offline or subscribe to continued Auto-Mitigation at Your expense for the duration of the DoS or DDoS attack. Our Auto-Mitigation service is designed, but not guaranteed, to minimize the impact of DoS and DDoS attacks on Your infrastructure by catching and re-routing potentially malicious attack traffic before DoS and/or DDoS reaches Your website. Re-routed data is analyzed and scrubbed to remove malicious packets before being forwarded to Your website.

Your Responsibilities

You are responsible for the following:

Primary Contact
Identify an appropriate individual as primary contact with whom We should communicate matters regarding Your Subscriptions, such as maintenance notifications, and who has the authority to make requests including restoration of data, configuration changes, and release of Your data to both of Us.

System Requirements
All applicable system requirements and recommendations for the Subscriptions purchased.

Administering Security
Security administration within Our Subscriptions (e.g., the granting of rights to a user for a specific form in the application). You are also responsible for maintaining user desktops and providing users with network access to the Subscriptions.

Connectivity
Provide connectivity and security to the Internet for its location(s) for purposes of providing adequate access to the Subscriptions. We will not be responsible for the reliability, performance or continued availability of the communications lines, or the corresponding security configurations used by You in accessing the Internet to access Subscriptions.

Integration Between Your Site and Blackbaud
Follow industry standard security methods for any integration between Subscriptions at Your site and Subscriptions maintained by Us.

Operational Changes
Notify Us of any changes to Your operations, banking relationships, primary contact, or other information that would require a change in the support, operation, or configuration of the Subscriptions.

BBPS
Establish an account with Blackbaud Payment Services™ for credit card transactions, if applicable.

Email Subscriptions
- Delegate to Us the authority to manage DNS configuration for email domains used by our Subscriptions, except where You choose to use an email domain provided by Us.

- Do not send unsolicited commercial email (UCE) to an individual's email address unless your organization has the prior affirmative consent of the individual to do so (as that term is defined under U.S. Law within CAN-SPAM) or has obtained the prior consent of the individual in a manner compliant with the European Commission Privacy and Electronic Communications Directive.

- Every Bulk Email that your organization sends must include an opportunity for the recipient to unsubscribe from receiving future emails.

- Do not gather email addresses using surreptitious methods (e.g., scraping or harvesting).

- Notify Blackbaud NetCommunity™ support via email five (5) business days in advance of when there will be any changes to your organization's Mail Constructor Service server IP address to coordinate the IP address transition date and time.

- Use all email domains and sub-domains owned by your organization but configured for use for Blackbaud NetCommunity email Subscription exclusively for Blackbaud NetCommunity.

Use Restrictions

Email forwarding web services may not be used for bulk transfers of mail from any source. Our Subscriptions are intended for individual users only and You may not lease your Subscription or its capacity to third parties.

Storage Space

A default maximum of storage space, including the backup and off-site storage and tape retention thereof, is available for You. The default maximum storage space will be the greater of the number listed below, and is calculated based on Your production database size. We will monitor disk usage on a regular basis and will increase Your disk space allocation in 5 GB increments, when disk utilization exceeds the next pending threshold.

Subscription	Default Maximum Storage Space
Blackbaud Direct Marketing™	80 GB
Team Approach®	120 GB
The Raiser's Edge®	10 GB
Blackbaud NeCommunity™	5 GB
The Financial Edge™	5 GB
The Education Edge™ - Blackbaud Student Information System™	5 GB
ResearchPoint™	20 GB
Altru	20 GB
Files Folder	100 MB per user
Blackbaud eTapestry®	unlimited
Blackbaud Raiser's Edge NXT®	unlimited
Blackbaud Financial Edge NXT®	unlimited
Blackbaud Church Management™	unlimited

Changes to this Description

The terms of this Description are subject to change in Blackbaud's sole discretion. In the event of any such change, We will post a revision of this Description at blackbaud.com.