
Intapp Advance (DC-02299)

The following terms and conditions apply to the above products.

INTAPP ADVANCE – TERMS AND CONDITIONS

- 1.** Intapp Advance shall mean, subject to the exclusions set forth below, Services provided to Customer for the implementation of feature functionality for the Intapp Product(s) for which Intapp Advance is assigned.
- 2.** Customer is eligible to receive Intapp Advance for feature functionality initially made generally available during Customer's Intapp DealCloud, Intapp DealCloud with Assist, or Dispatch for Intapp DealCloud subscription.
- 3.** Feature functionality eligible for Intapp Advance are that which Intapp identifies as requiring specialized technical expertise for implementation. Recent examples of such include Relationship Intelligence, Intapp Data and Intapp Assist. Intapp Advance does not include (a) services related to any pilot deployments or subsequent post-pilot deployment work, (b) services related to business consulting (provided by "Intapp Strategic Consulting"); (c) onboarding new teams (unless agreed otherwise between the parties); (d) new integration development projects (unless agreed otherwise between the parties); (e) new reports using excel and VBA code (unless agreed otherwise between parties), or (f) enablement of additional Intapp Products that supplement Intapp DealCloud or Intapp DealCloud with Assist subscription. For Dispatch for Intapp DealCloud, Intapp Advance Services are solely (i) turning on Dispatch functionality and (ii) providing initial "how to use Dispatch" knowledge transfer. Other feature enablement and knowledge transfer activities, such as uploading campaign data, creating templates, or running campaigns, are outside the scope of the Intapp Advance Services for Dispatch for Intapp DealCloud.
- 4.** Intapp will provide notification to Customer's designated contacts the generally availability of feature functionality eligible for Intapp Advance. To receive Intapp Advance Services Customer must contact their Account Manager.
- 5.** If Customer's Intapp Advance subscription expires and Customer had submitted a request for Intapp Advance prior to the subscription expiration, Intapp will perform Intapp Advance pursuant to these Terms and Conditions if the performance of such is initiated less than 180-days from Customer's Intapp Advance subscription expiration.
- 6.** Customer shall provide two (2) approved contacts who can submit and authorize requests for Intapp Advance including contact details for all notifications and reporting.
- 7.** For the purposes of interpretation, Intapp Advance shall be considered Services.
- 8.** Commercially reasonable efforts will be used to provide Intapp Advance
- 9.** Intapp Advance will be provided during Intapp standard business hours; 9 am – 5pm EST or GMT, based on Customer address.
- 10.** Customer acknowledges that Intapp Advance will be delivered remotely, unless otherwise mutually agreed in writing by the parties. Should on-site work be agreed upon in writing by the parties, a minimum of two (2) business weeks advanced notice is required to schedule resources, and commercially reasonable efforts will be made to accommodate Customer's scheduling request. Such on-site work is not eligible for Intapp Advance and will be billed at a Intapp's then current rate for onsite Services.
- 11.** Travel expenses are not included. If travel is needed for any Customer requests, that travel will be pre-approved by Customer.
- 12.** Intapp reserves the right to use contract resources as it deems appropriate.
- 13.** If Services are required beyond those contemplated herein, a new Order and Sale Agreement must be signed for additional Services under the Prime Services program.