



Technical Account Manager Service Description

Overview

With a Technical Account Manager (“TAM”), Subscriber receives direct access to a named Proof specialist trained to support Subscriber’s transactions. The specialist will be onboarded and trained to understand Subscriber’s unique Proof account configuration and business processes. The TAM will mitigate risk with escalated issue resolution and direct access to Proof product experts. The TAM will also maximize Subscriber uptime by proactively monitoring the technical health and performance of Subscriber’s Proof instance. The “**TAM Service**” ensures proper management of Subscriber’s account and technical components of Subscriber’s transactions. This “**Technical Account Manager Service Description**” describes the TAM Service in more detail. The performance of the TAM Service is governed by the [Proof General Terms](#) (“**General Terms**”). Capitalized terms not otherwise defined have the meanings given in the General Terms, the [Proof Glossary](#), or the Technical Account Manager Service Description. In the event that Subscriber has separately negotiated an agreement in lieu of the General Terms, that separately negotiated agreement shall govern the TAM Service.

Due to business continuity considerations (out of office, leave, etc.) Proof will assign one primary TAM and one backup TAM to Subscriber. Subscriber will only interface with the primary TAM on an ongoing basis unless the primary TAM is unavailable.

Approach and Activities

The following approach and activities are included within the scope of the TAM Service. Not all activities will necessarily be performed.

Scope:

- Lifecycle Support: Proactively helps Subscriber navigate the complexity of new product functionality, APIs, and configuration best practices; ongoing support during major infrastructure and architecture changes
- Issue Ownership and Resolution: Prioritizes and resolves issues quickly with in-depth knowledge of your technical account history and serves as a direct link to other Proof stakeholders as part of an escalation
- Support Utilization Reporting: Maintains and reviews reporting on Subscriber support health and engagement including updates on open support tickets and engineering/product requests
- Support Blueprint: Maintains a technical support account profile of Subscriber’s Platform infrastructure, architecture, and key integration dependencies to ensure supportability of business-critical applications
- Product Advocacy: Facilitate collaboration by submitting and advocating for Subscriber’s product needs and providing visibility into Proof’s product roadmap, enabling two-way transparency into development processes

How The Service Works:

- Proof will provide inbound support channels to the TAM
- The TAM will work with Subscriber to determine the best availability hours to support Subscriber workflows and success needs
- To ensure expedient handling of your support inquiry by the TAM, Subscriber should provide the following:
 - A brief summary of the issue or error a user is encountering, including if they are using a desktop or mobile device



- The email address of a Signatory or a Participant experiencing the problem
- Your Proof account/organization ID for the impacted organization
- The impacted Proof Transaction ID, if applicable
- A screenshot of the issue and any error message(s), if applicable
- Closed loop issue resolution confirmation from the TAM
- The TAM will provide recurring support metric reporting

Disclaimer

In the interest of expedient resolution of a Subscriber support inquiry, Proof reserves the right to assign Subscriber's request to the next best available support agent in the event your TAM is unavailable. From time to time, Proof, in its sole discretion, may assign an alternate or replace the TAM to ensure business continuity.

Warranty

The TAM Service will be performed in a professional and workmanlike manner. Proof will operate and provide services during the business hours of 8 AM to 5 PM Eastern Time Monday to Friday using commercially reasonable efforts to resolve any issues related to the objectives outlined in this Technical Account Manager Service Description document. For the avoidance of doubt, Proof does not make any warranties as to the results that may be obtained upon the completion of this TAM Service engagement or from Subscriber's use of the TAM Service.

Ownership

Except for the rights expressly granted under this Technical Account Manager Service Description, Proof retains all right, title, and interest in and to the TAM Service, including all related intellectual property rights. Proof will own all rights, title, and interest in any work product produced as part of the TAM Service ("**Work Product**"), including all intellectual property rights. Proof grants to Subscriber a worldwide, non-exclusive, non-transferable, non-sublicensable right to use the Work Product solely for Subscriber's internal business purpose and solely with the Proof Services separately licensed.