



## **Exhibit 5**

### **POS Support Services**

#### **Toast Enterprise Support Hours of Service:**

Toast Enterprise Support is available 7 days a week, 24 hours each day.

Toast Enterprise Support can be contacted via the following:

- Phone (United States): +1 617-203-6033
- Phone (Canada): to be provided by Toast
- Email: [enterprisesupport@toasttab.com](mailto:enterprisesupport@toasttab.com)
- Ticket Submission: <https://central.toasttab.com/s/>

#### **Hardware Support:**

Any Hardware sold by Toast to you is covered by Toast's Limited Warranty Policy and the Toast, Inc. Return Policy available at <https://pos.toasttab.com/limited-warranty>.

#### **Software Support:**

Toast regularly releases software upgrades to add features and to fix known issues. Such software upgrades and maintenance releases are included with your Toast subscription. If a support request is found to require a specific software patch, Toast will release a targeted fix.

Software support includes:

- Access to the Toast Customer Portal
- Access to the Toast Knowledgebase
- Access to the Toast Training Portal
- Software Upgrades and Targeted Product Fixes
- Joint sessions to review high repeat issues and to work towards a permanent solution
- Access to Toast Enterprise Support

Toast's software support does not include field service (unless requested and purchased by Marriott or initiated by Toast), implementation service (which is part of the purchasing process), or training (included in your initial implementation). Additional training can be purchased from the Toast Onboarding team following your initial implementation.



## On-Site Escalation Policy:

If a problem cannot be identified and/or resolved using our usual contact methods, Marriott may request an on-site visit for further assistance. These visits will be charged in accordance with the pricing in Exhibit 8 of the Master SaaS Agreement.

## Support for Third Party Integrations:

The descriptions in the table below detail the types of issues that Toast will support as it relates to Marriott's third party integrations. If there is an issue with a third party integration and Toast determines that the specific issue is primarily caused by Toast, the requests will be escalated to the Toast Enterprise Support team. If Toast determines that the specific issue is primarily caused by an issue with the integration partner, the request will be escalated to Marriott's Global POS support team to resolve with the integration partner.

#	Grouping	Title	Description of Support Services	Resolution Path
1	PMS	FOSSE Room Charge Interface	Issues with the POS performing an inquiry to determine a guest's in-house status or apply a charge from a POS transaction to the guest's account or folio	Toast
2	General Ledger	GL Extract	Issues with Toast sending the nightly GL extract file, or questions concerning the summary data of revenue, statistics, and settlements posted in Toast POS for the business day	Toast
3	FreedomPay	FreedomPay Terminal Solution	Issues with payment processing: Properties will reach out directly to FreedomPay for support if there are any issues processing credit cards. If a Property calls Toast support for a card processing issue, Toast support agents will instruct the property to call FreedomPay for resolution.	FreedomPay
4	FreedomPay	Bonvoy Loyalty Earn & Redeem	Issues with earning and/or redeeming Marriott Bonvoy loyalty points as a result of POS or handheld transactions. If a Property calls Toast support for a Loyalty earn or redeem issue, Toast support agents will instruct the property to call FreedomPay for resolution.	FreedomPay
5	Security	SSO Integration	Issues with Marriott associates being able to sign into the POS	Toast
6	Third-Party	Givex	Issues with the processing and handling of Marriott-branded gift cards via POS transactions	GiveX



7	Finance Export	Atlas Export	Issues with Toast sending the minimum required data elements, or there are questions concerning the data	Toast
8	Third-Party	ProfitSword	Issues with ProfitSword integration or questions regarding the data in the report	ProfitSword
9	Third-Party	Avero	Issues with Avero integration or questions regarding the data in the report	Avero
10	PMS	FSPMS	Issues with the POS performing an inquiry to determine a guest's in-house status or apply a charge from a POS transaction to the guest's account or folio	Toast
11	Export	Finance Exports for MBS	<b>TEFRA:</b> Issues or questions regarding the weekly extract of employee sales amount by assignment and point of sale	Toast
12	Export	Finance Exports for MBS	<b>Marriott Hotel General Ledger (MHGL):</b> Issues or questions regarding this Peoplesoft GL interface containing daily outlet-based revenue and payment data for Marriott full-service and Ritz-Carlton properties	Toast
13	Export	Finance Exports for MBS	<b>Billing Transaction Record (BTR) Extract:</b> Issues or questions regarding the data file sent from the POS to BTR containing data for every POS transaction that occurs in the hotel outlets, such as restaurants, bars, lounges and gift shops, for each business day	Toast
14	PMS	Opera 5.6 Room Charge Interface	Issues with the POS performing an inquiry to determine a guest's in-house status or apply a charge from a POS transaction to the guest's account or folio	Toast
15	PMS	Lightspeed	Issues with the POS performing an inquiry to determine a guest's in-house status or apply a charge from a POS transaction to the guest's account or folio	Toast
16	Extract	Marriott Data Lake Extract	Issues or questions with this daily extract file which includes data for every Toast property in the Marriott instance	Toast