



FREQUENTLY ASKED QUESTIONS

Infor Multi-tenant Cloud Customer Bill of Rights

What is the Multi-tenant (MT) Cloud Customer Bill of Rights and what are the benefits?

The Infor MT Cloud Customer Bill of Rights was born from building and living our customer-first culture. The Bill of Rights articulates our vision for providing modern cloud solutions and building long-term relationships based on trust and shared success. It formalizes our commitment to flexibility, transparency, reliability, and providing customers with peace of mind.

Will new rights be added?

Yes, the MT Cloud Customer Bill of Rights is iterative, and more rights will be added over time as we continue to improve our offerings and operations across the business.

How can I share feedback or ask a question about the MT Cloud Customer Bill of Rights?

Please email CloudBillofRights@infor.com, and a member of the team will be in touch with you.

If I want to swap my products, where should I begin?

Please reach out to your Infor account manager, and s/he will discuss the process with you.

How do I request a copy of my current storage usage?

You can request a copy of your storage use by submitting a support ticket via [Infor Concierge](#).

Where can I view the availability status of my Infor applications?

You can view your Infor application status at any time by logging into status.infor.com with your Infor Concierge credentials.

Where can I learn more about Infor's security practices?

Details of our security practices are available on trust.infor.com.

How does Infor hold itself accountable on delivering the MT Cloud Bill of Rights?

The MT Cloud Bill of Rights are monitored and managed by a governance team to ensure we are delivering on our commitments. This governance team monitors the data closely while providing an in-depth analysis and performance report on a quarterly basis to the executive leadership.

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Disclaimer:
Additional terms may apply to the above; please consult your Infor customer representative for further details.