

## Premier Support Addendum

This Schedule forms part of and is incorporated by reference into Agreement. Terms used and not defined in this Schedule have the meanings given to them in the Agreement. The support commitments set out herein shall only apply if Customer has elected to purchase a private Cloud Deployment or Premier Support for its standard Cloud Deployment as set forth in the applicable Order Form and (ii) satisfactory payment by Customer of Fees.

### 1. Technical Support.

- A.** In the event of an error, question, accessibility problem or other issue related to the Software (each, an “Issue”), the Customer’s technical contact, shall (i) report Issue via the phone or email or such other methods of communication as indicated by Company from time to time; (ii) provide sufficient information to allow Company to understand the Issue and indicate a Severity Level. Severity Level 1 support requests made outside of the Hours of Coverage should be made via email, with a subject including ‘Level 1 Support’. When submitting multiple Issues by email, Customer shall submit each Issue via a separate email.
- B.** Company will provide general email or phone support on a 24/5 basis and will respond to support issues within the response times specified below within the target percentage set forth below.

Severity Level	Response
<b>Level 1:</b> Software not accessible or not functioning in one or more material respects in a production environment.	Initial response by phone or email within 1 hour of initial contact by the Customer
<b>Level 2:</b> Significant loss of function in a production environment. Operations continue in a restricted fashion, but no acceptable workaround available.	Initial response by phone or email within 1 business day of initial contact by the Customer.
<b>Level 3*:</b> Minor loss of function or bug in production environment	Within ordinary course of business
<b>Level 4*:</b> Support Contact requires information or assistance related to the function of the Software	Within ordinary course of business

\*Bug fixes and permanent resolution of Severity Level 3 and Severity Level 4 issues will be prioritized accordingly by Company; such issues may not be fixed.

- 2. Obligations of Customer.** Customer is responsible for promptly and accurately implementing any workarounds or appropriate next steps as suggested by Company. Customer shall maintain their infrastructure in accordance with industry best practices and Company’s recommendations.