

Master Subscription Agreement

Support Services

1. Support Procedures

Subscription services are provided in the English and/or French languages only. eXo will respond according to SLAs as defined here after. eXo and Customer will specify initial technical contacts, which may be updated upon request.

- **Level One Support** means technical acknowledgement of support requests, documentation of requests, basic troubleshooting, and providing commons solutions. If no solution is found, a **Level Two** escalation is made.
- **Level Two Support** means the escalation point for Level One Support. Level Two Support provides support for issues requiring more than thirty (30) minutes to resolve, in-depth research and troubleshooting. All Errors with known solutions are Level One and Two Support issues.
- **Level Three Support** means a category of Errors reported for the Software which, after initial analysis is determined most likely to be the result of a design defect with the Software or the result of a complex interaction that requires a bug fix as in the eXo Software maintenance program.

2. Support Incident Response by Severity

Incident severity levels (defined below) are utilized in establishing the incident impact to the Customer upon incident receipt and will be used to set expectations between Customer and eXo. Severities are established by eXo in accordance with the Severity Level definitions below during escalation and are subject to change during the life of each specific incident.

3. Mutual obligations

To help ensure a smooth transition during technical collaboration or escalation, it is essential that all parties remain engaged until the case is resolved or qualified with a lesser severity level This includes at least :

- Access to all relevant contact information and technical activity to date, logs, technical parameters, and all information available to eXo Support Desk allowing for a deep analysis.
- Execution of recommandations and procedures emitted by eXo Support Desk

4. Support and Software Delivery

Unless otherwise set forth in an applicable Order Form, (1) eXo will be the primary source for communication with Customer' and (2) The Software, Software Updates, when and if available, will

be delivered to Customer via eXo Network. Customer will provide eXo with the number of named contacts as stated in the applicable Order Form. Customer will provide to eXo data, anecdotes, and other information reasonably necessary to enable eXo to evaluate the level of customer service being provided to 'Customer'.

5. Support Scope of Coverage

Support Services consists of assistance for installation, usage, configuration and diagnosis on the applicable Software in a Production environment. Support does not include assistance with code development, system and/or network design, architectural design, upgrade for the Software or for third party software made available with eXo Software. Such demands can be made available through the purchasing of additional professional services. eXo does not provide maintenance and/or support for Software that has been modified or that is running on hardware and/or third party software that is not supported.

6. Support Guideline

eXo will use commercially reasonable efforts to provide support in accordance with the guidelines set forth in Table below. eXo's Technical Support standard business hours ("Standard Business Hours") are 8h-18h GMT, from Monday to Friday, excluding eXo holidays.

Table: Support Guidelines

Subscription	Basic	Standard	Premium
Hours of Coverage	Standard Business Hours	Standard Business Hours	24x7
Support Channel	Web	Web	Web and Phone
Number of Cases	10	Unlimited	Unlimited
Number of Named Contacts	1	3	5
Software Maintenance	via eXo management portal	via eXo management portal	via eXo management portal
Target Response Times and Guidelines:			
Severity 1 (Blocker): An Error which severely impacts Customer’s production environment (such as loss of production data) or in which Customer’s production systems are not functioning. The situation halts Customer’s business operations, and no procedural work around exists.	-	1 Business Hour	1 hour on a 24x7 basis

Subscription	Basic	Standard	Premium
Severity 2 (Major): An Error where Customer's system is functioning but in a severely reduced capacity. The situation is causing a high impact to portions of Customer's business operations, and no procedural work around exists.	-	4 Business Hours	4 Hours on a 24x7 basis
Severity 3 (Minor): An Error which involves partial, non-critical functionality loss of a production or development system. There is a medium-to-low impact on Customer's business, but Customer's business continues to function, including by using a procedural work around.	2 Business Days	2 Business Days	1 Business Day
Severity 4 (None/Info): A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. There is low-to-no impact on Customer's business or the performance or functionality of Customer's system.	3 Business Days	3 Business Days	2 Business Days

7. Support Processes

Support Processes are available at <https://www.exoplatform.com/support-operations>

8. Maintenance Benefits

During the time that Customer has paid the applicable annual Subscription fees, eXo shall provide to Customer copyrighted patches and Updates for the installed Software (including any related Documentation) which are commercially released. Maintenance benefits are ruled by the eXo maintenance program visible at <https://www.exoplatform.com/maintenance-program>