

## Onapsis Support Services Policy

### **1. Technical Support**

#### **A. Technical Support**

Onapsis will provide Technical Support (as defined below) to Customer through:

- (i) First Level Support: First Level Support includes: answers to technical questions and solutions for technical problems; information on the latest features; operational advice and assistance (e.g. assistance in troubleshooting problems and solving configuration parameters); access to certain software-related electronic and web-based tools and services, as applicable.
- (ii) Second Level Support: Second Level Support includes: answers to technical questions and solutions for technical problems; solutions for technical problems which are known and require a Customer-specific solution; other questions and problems forwarded by the first level support in connection with the Software, updates and/or Onapsis add-ons (if agreed upon by Onapsis) as well as upgrades.
- (iii) Third Level Support: Third Level Support includes: answers to technical questions and solutions for technical problems; solutions for technical problems which are known and require a bug fix to be released; other questions and problems forwarded by the second level support in connection with the Software, updates and/or Onapsis add-ons (if agreed upon by Onapsis) as well as upgrades.

For purposes hereof, (i), (ii), and (iii) above shall be collectively referred to as “Technical Support”.

When providing Technical Support, Onapsis will use reasonable commercial efforts to correct any reproducible errors in the Software notified to Onapsis by the Customer in reasonable detail, which prevents the Software from functioning in accordance with the Documentation

#### **B. Technical Support Coverage**

##### Support Times

Technical Support shall be rendered globally on business days, Monday through Friday from 2 a.m. to 8 p.m. EST, excluding the following holidays: December 25th and January 1st, (“Current Operating Hours”). Technical Support may take the form of support via online web-based support portal (<https://onapsis.my.site.com/>) (“Onapsis Support Portal”) where questions can be posted by Customer for response by Onapsis. Where a question cannot be resolved immediately, Onapsis will continue to use the case in the portal as the source for updates, questions and information requests to work on and resolve the case.

##### Support Portal Users

Customer will identify up to three named support portal users who will receive logins to the support portal, will be the users expected to submit any cases on behalf of Customer, and will be the users the Support team responds to with questions, information and resolutions to cases.

##### Feature Request Portal Access

Additionally, the named support portal users will also have access to a feature request portal. These users will have the ability to submit feature requests, view all feature requests (submitted by their organization and other Onapsis customers), and see the status of those feature requests.

##### Support Add-On Versions

Onapsis regularly supports the newest release available of any licensed Add-On and the release directly prior to the newest release in a 12-month cycle. Should more than two new versions be made available within a 12-month cycle, support is extended to the oldest version made available within the relevant 12-month cycle.

Supported Control Product Versions

Onapsis regularly supports the newest release available of any licensed Onapsis Control software products and the release directly prior to the newest release. Should more than two new versions be made available within a 6-month cycle, support is extended to the oldest version made available within the relevant 6-month cycle. In the event a bug is found, Onapsis will fix it by patching the latest release and publishing in the next appropriate release for general distribution.

Supported Platform Versions

Onapsis regularly supports the newest release available of any licensed Onapsis Assess, and Defend software products and any releases shipped in the 3-month cycle prior to the newest release. In the event a bug is found, Onapsis will fix it by patching the latest release and publishing in the next appropriate release for general distribution.

Support Browser Versions

Onapsis supports the current and previous stable major release of the following browsers: Google Chrome and Microsoft Edge.

**2. Software Error Severity Classifications and Service Request Resolution Process**

**A. Software Error Severity Classification**

Each Technical Support request shall be assigned a severity level by Onapsis in accordance with the following guidelines:

Severity Level	Definition	Examples
S1	<b>Critical:</b> Severe problem preventing the Customer from performing critical business functions	<ul style="list-style-type: none"> <li>● Issue renders Software inoperable</li> <li>● Transport Management System blocked</li> </ul>
S2	<b>High:</b> Customer able to perform job function but performance of job function is significantly degraded	<ul style="list-style-type: none"> <li>● Production system adversely impacted</li> <li>● Software functionality significantly reduced</li> </ul>
S3	<b>Medium:</b> Customer performance of job function is largely unaffected	<ul style="list-style-type: none"> <li>● Software has encountered a non-critical problem or defect</li> </ul>
S4	<b>Low:</b> Minimal or no job function impact; feature requests and other non-critical questions	<ul style="list-style-type: none"> <li>● No Customer business impact</li> <li>● Questions on Software use / documentation</li> <li>● Requests for features</li> </ul>

**B. Software Service Request Resolution Process**

Onapsis shall prioritize errors according to their impact to Customer using the severity definitions described in Section 2 A. Onapsis may upgrade or downgrade the severity of an error depending on developments during the resolution process. For example, if available, a temporary resolution may be provided to mitigate the material impact of a given error resulting in the reduction of the severity of a Service request.

### C. Priority Level Objectives

Onapsis shall use commercially reasonable efforts to provide Customer with technical advice and assistance on the use of the Software according to severity level. The table below sets forth Onapsis' targets (on average) for support responses to software errors based on severity level. Current Operating Hours are defined in Section 1 B.

Severity Level	Initial Target Response Based upon Current Operating Hours	Target Communication Frequency During Current Operating Hours	Target Work Effort/Solution
<b>Critical S1</b>	1.5 hours (during supported business hours)	Every 4 hours (during supported business hours)	Use commercially reasonable efforts to develop a workaround or resolution, as required. Include resolution in the next appropriate release for general distribution.
<b>High S2</b>	4 hours (during supported business hours)	As appropriate	Use commercially reasonable efforts to develop a workaround or resolution, as required. Include resolution in the next appropriate release for general distribution.
<b>Medium S3</b>	8 hours (during supported business hours)	As appropriate	Include resolution in the next appropriate release for general distribution.
<b>Low S4</b>	Within 1 business day (during supported business hours)	As appropriate	Include resolution in the next appropriate release for general distribution.

### 3. Onapsis Software Lifecycle Stages

The Onapsis Software Lifecycle Stages define the stages of the software lifecycle from initial release through *End of Life*. The intent of the outlining of the *End of Life* process is to provide the information that aids customers in planning and preparing for their organization's support needs.

Onapsis will communicate when a product is assigned an *End of Renewal* and *End of Life* date through email to customer contacts on record and via a notice posted into the Onapsis Support Portal (<https://onapsis.my.site.com/>).

### 4. Stage Definition and Support Levels

#### Generally Available

Software that is assigned *Generally Available* status is available for initial purchase and for renewal.

Support tickets can be opened by customers with both a supported version of the product and an active subscription. Onapsis will provide updates that address any critical security patches as well as any S1, S2, S3, and S4 issue.

#### End of Sale

Software that is assigned *End of Sale* status will no longer be sold to new customers after the *End of Sale* date. Existing customers will be able to renew their subscription contracts for the purchased software during the period between the *End of Sale* and the *End of Renewal* dates. In any case, customers will not be able to expand their current coverage/number of systems licensed for products that have been assigned *End of Sale* status.

Support tickets can be opened by customers with both a supported version of the product and an active subscription. Onapsis will provide updates that address any critical security patches and any S1 or S2 issue.

#### End of Renewal

Software that is assigned *End of Renewal* status will no longer be eligible for subscription renewals after the *End of Renewal* date. Existing customers who wish to renew their subscription must do so prior to the *End of Renewal* date.

Support tickets can be opened by customers with both a supported version of the product and an active subscription. Onapsis will provide updates that address any critical security patches, as well as S1 or S2 issues.

Onapsis will use commercially reasonable efforts to provide a minimum of 12 months' notice prior to an *End of Renewal* date.

#### End of Life

Software that is assigned *End of Life* status will no longer be sold or supported beyond the *End of Life* date. No support cases will be accepted and no security patches will be shipped as of this date.

Onapsis will use commercially reasonable efforts to provide a (i) minimum of 12 months' notice prior to the *End of Life* date and path to a replacement product with comparable functionality.

In the event that an *End of Life* status comes into effect during an ongoing License term, Onapsis shall in its sole discretion decide, if the applicable Order Form and/or SOW shall be terminated as of the *End of Life* date, or if Onapsis offers a custom support agreement for the remaining and unused duration of the Order Form or SOWs.