

3Data Support Services Addendum

This Addendum sets forth the support services (“**Support Services**”) to be performed by 3Data for Customer with respect to the Products for which Customer has a subscription under the Agreement.

1. Definitions. For the purposes of this Schedule, the following definitions shall apply to the respective capitalized terms. All capitalized terms used herein but not otherwise defined shall bear the meaning ascribed to them in the Agreement.

- 1.1. “**Current Version**” means the Version of Software most recently released for general availability.
- 1.2. “**Failure**” means a reproducible condition in the Software which causes the Software or any material part thereof, to cease to operate or materially fail to function in accordance with the Documentation.
- 1.3. “**Operating Environment**” means a combination of hardware, operating system and other relevant software other than the Software, described in the Documentation as required for operating the Software.
- 1.4. “**Previous Sequential Version**” means the Version of Software which has been replaced by the Current Version.
- 1.5. “**Response Time**” means the interval between a Contact and the initial response by 3Data.
- 1.6. “**Service Hours**” means Monday to Friday 9:00am to 5:00pm Central Standard Time.
- 1.8. “**Technical Support Contact**” means a Customer employee (or independent contractor retained by Customer) who is designated by Customer as a point of contact to communicate with 3Data concerning Support Services. Technical Support Contacts shall be knowledgeable in the use of the Software and Customer’s Operating Environment. Customer may designate up to two (2) Technical Support Contacts at any one time.
- 1.9. “**Update**” means all published revisions and corrections to the printed documentation and corrections and new releases of the Software which are generally made available to 3Data’s customers and which are designated by 3Data by a number on the right of the decimal point (e.g. Release 8.X). Updates shall not include any new Versions or optional modules or future products that 3Data provides under a separate subscription.
- 1.10. “**Version**” means a release of the Software which contains substantial and significant enhancements, or other substantial changes in functionality or performance as compared to the previous version (if any), which is designated by 3Data by a number on the left of the decimal point (e.g. Release X.0). Versions shall not include optional modules or future products that 3Data provides under a separate subscription.
- 1.11. “**Workaround**” means a method for achieving a task or goal when the usual or planned method isn't working.

2. Support Services

- 2.1. Customer Success Manager. Each Customer will be assigned a Customer Success Manager, whose services will be provided at no additional cost to Customer. The Customer Success Manager’s primary responsibility is to assist Customer with the information, resources and guidance to help Customer use and benefit from the Software. The Customer Success Manager will serve as Customer’s primary point of contact and escalation.

3Data reserves the right to change Customer’s designated Customer Success Manager at any time as 3Data deems fit. However, at no time will the Customer be without a designated Customer Success Manager.

2.2. Standard Support Services. Standard Support Services shall be provided at no charge additional to the subscription fees payable under the applicable Sales Order and shall include:

- Invitations to 3Data customer events held from time to time
- Access to Documentation and User Guides
- Training Webinars
- Service requests submitted electronically to a designated Customer Success Manager, as a primary point of contact for Customer interactions and requests.

3Data shall use commercially reasonable efforts to comply with the following Response Times:

Severity	Response time
Critical	24-48 Service Hours
Major	48-72 Service Hours
Medium	72-120 Service Hours
Minor	1 week or more

2.3. Severity. When reporting a Failure, Customer’s Technical Support Contact shall indicate the severity according to the following definitions:

Severity	Failure Description
Critical	a Failure that renders the Product inoperative in production and no Workaround is available
Major	a Failure that significantly degrades performance of the Product or a major component thereof or materially restricts Customer’s use of the Product
Medium	a Failure that impairs functionality of some components of the Product but allows the users to continue using the Software
Minor	a Failure that is cosmetic or does not materially impair operation of the Product. Questions, requests for help or requests for enhancements or product development should be opened as Minor

2.4. Contacts. 3Data shall respond to service request submissions (“Contacts”) made by Technical Support Contacts to a designated Customer Success Manager.

2.5. Resolution. 3Data will use commercially reasonable efforts to resolve each significant Failure by providing either: a reasonable Workaround, a Product update, or a specific action plan for how 3Data will address the Failure and an estimate of how long it will take to rectify the defect. Notwithstanding the foregoing, 3Data has no obligation to perform services in connection with Failures which occur in the Version which is not the Current Version.

2.6. Exclusions. The Support Services shall not include, and 3Data shall not be responsible for or liable to correct any Failure caused by: (i) Customer's failure to use the Product or any part thereof in accordance with the Documentation; (ii) the modification, alteration or maintenance of the Product by any person other than 3Data; (iii) negligence, misuse, abuse

or mishandling of the Product by Customer or any third party; (iv) inappropriate environmental conditions (such as power and air-conditioning failures) or failure of Customer to maintain the Operating Environment set out in the Documentation; or (v) Customer's failure to incorporate any Update provided by 3Data to Customer as set forth herein. Support Services shall further exclude consulting as it pertains to conversions/upgrades of Customer's Operating Environment or customized enhancements requested by Customer. For Product Subscriptions granted under a 3Data for Product Teams Product Addendum (granting the right to the Customer to bundle the Product with with Customer's Product to Customer's End Customers) or for installation in multiple locations or instances, Support Services shall be provided for a single implementation of the Software on Customer's premises (the "Gold Copy"). Any Failure reported to 3Data must first be replicated by Customer in the Gold Copy and resolutions will be provided for the Gold Copy only.

2.7. Remote Access. The Product includes the Remote Support Analysis Module. Through operation of the Remote Support Analysis Module, 3Data obtains: (i) non-personally identifiable information, such as manner, consistency, duration, usage pattern, statistics, memory, bandwidth and other information identifying the ways in which Customer uses the Software; (ii) metadata such as logs, how many requests Customer issued, commonly used data sources, size of Customer database, modules used, etc. and (iii) the login ID (including email address) for the Customer representative who registered the Product subscription. In order to further facilitate troubleshooting of support issues, the Remote Support Analysis Module may include a feature to trace activity to specific user logins. The Remote Support Analysis Module can be disabled as part of the Software configuration at Customer's sole control and discretion. If the Remote Support Analysis Module is disabled, Customer acknowledges that 3Data's ability to provide the Support Services may be impaired.

2.8. Updates and Versions. Customer is entitled to all Updates and Versions if and when made generally available during the Support Term.

3. Other Services. Other services, including but not limited to onboarding services, development services and other consulting services as defined in the Professional Services Addendum (the "**PS Terms**") shall be provided subject to the PS Terms and the Sales Order and/or Statement of Work documenting the agreement of 3Data to provide such services and are not included in Support Services.