

SERVICE LEVEL AGREEMENT – SCHEDULE 3

1. SUPPORT SERVICES

a. The support services provided under this Schedule 3 (the “Support Services”) shall apply to the Services provided under the Agreement. We will provide support 24 hours a day, 7 days a week (except U.S. federal holidays), via email, chat and scheduled screen shares. Support outside of these hours is available by special arrangement.

b. The Support Services will be provided for issues forwarded to us from your Authorized Users. You must provide us with accurate and complete information regarding each issue, including without limitation designated points of contact and passwords for maintenance and repair use by our support agents. We will not be responsible for any delays or failures caused by your failure to abide by these requirements. We may reclassify any case according to the severity categories listed below.

c. The Support Services are provided to you on a commercially reasonable-efforts basis only. You acknowledge that we may not be able to resolve every request for support through the Support Services. Customer’s exclusive remedy and our sole obligation for any failure to resolve a request shall be to use commercially reasonable efforts to resolve such request.

d. As part of the Support Services, we will investigate all reproducible, material failures of the Services to conform to the functional specifications as described in the applicable Documentation. We will partner with you to classify the severity of the error, attempt to correct the error, or provide a workaround to the error as defined in the table below.

e. The Services will be available at least 99.9% of the time measured on a monthly basis. For each calendar month in which availability is less than 99.9%, we shall, upon your request made within thirty (30) days of the end of the calendar month, provide you with a credit commensurate with the downtime and a written plan to attain 99.9% availability.

2. RESPONSE TIMES / RESOLUTION

Severity Level	Description	Response Time	Resolution Status
1. Urgent	Inability to use the Services in any way	Within two (2) business hours	We will work to resolve the issue on a 24 hour basis, and provide daily status updates to your designated contact until it is resolved
2. High	The Services are severely restricted in use causing major business impact	Within four (4) business hours	We will work to resolve the issue, and provide daily status updates to your designated contact until it is resolved
3. Normal	A non-critical component of the Services is malfunctioning causing moderate business impact	Within one (1) business day	We will work to resolve the issue, and provide daily status updates to your designated contact until it is resolved
4. Low	Any other issue that is not an enhancement	Within two (2) business days	We will work to resolve the issue, and provide weekly status updates to your designated contact until it is resolved