



SUPPORT EXHIBIT

1. Support and Maintenance Services. Privis shall provide Support Services for the Hosted Services in accordance with the provisions of this Support Exhibit.

1.1 Support Service Responsibilities. Privis shall:

- (a) provide support during the hours of 8 a.m. to 11 p.m. Eastern Time on Business Days (“**Support Hours**”);
- (b) provide on call support 24 x 7 for Severity 1 and Severity 2 issues; and
- (c) respond to Support Requests as specified in this Support Exhibit.

1.2 New Releases. Privis will use commercially reasonable efforts to make release notes available to Customer for pending or newly available major releases of the Software. Privis shall have sole discretion about whether and when to implement new releases. If, for any reason, Privis allows Customer to remain on a previous release, then Privis shall have no obligation to provide Support Services for the previous release. At Customer’s request, but at Privis’s sole discretion, Privis may provide Support Services for an additional fee, provided, however, any such fee will be subject to mutual written agreement of the parties.

1.3 Support Service Level Requirements. Privis shall respond to all Support Requests in accordance with the requirements set forth in this Section (“**Support Service Level Requirements**”).

(a) Support Requests. Requests for Service Error corrections shall be classified in accordance with the descriptions set forth in the chart below (each a “**Support Request**”). The Customer Service Manager shall notify Privis of Support Requests through the support portal or such other means as the parties may hereafter agree to in writing.

Severity Level Classification	Description:
Severity 1: Urgent/Critical	A problem that (i) severely impacts use of the Software in a production environment (such as loss of production data or in which production systems are not functioning) and (ii) halts business operations and no reasonable procedural workaround exists.
Severity 2: High	A problem (i) where the Software is functioning but use in a production environment is severely reduced, (ii) causing a high impact to portions of business operations, and (iii) no reasonable procedural workaround exists.
Severity 3: Normal	A problem that involves partial, non-critical loss of use of the Software in a production environment. For production environments, there is a medium-to-low impact on business, but business continues to function, including by using a reasonable procedural workaround.



Severity 4: Low	A minor problem that does not impact usage such as a layout issue, spelling error, etc. or a general usage question, e.g., reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on business or the performance or functionality of system.
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(b) Response and Resolution Time Service Levels. Response and resolution times will be measured from the time Privis receives a Support Request through the process described in Section 1.3(a) until the respective times Privis has (i) responded to the Support Request, in the case of response time and (ii) resolved such Support Request, in the case of resolution time. Privis shall use commercially reasonable efforts to respond to and resolve all Service Errors within the following times based on the Severity Level of the Service Error:

Severity Level	Response Time	Target Resolution Time
Severity 1 - Urgent/Critical	1 hour - verbal acknowledgement or receipt of error report and identification of individual assigned to resolve error	4 hours
Severity 2 - High	2 hours during Support Hours - email acknowledgement of receipt of error report and identification of individual assigned to resolve error	Within 1 Business Day
Severity 3 - Normal	1 Business Day - email acknowledgement of receipt of error report and identification of individual assigned to resolve error	5 Business Days
Severity 4 - Low	1 Business Day - email acknowledgement of receipt of error report and identification of individual assigned to resolve error	Future Release

(c) Escalation. With respect to any Severity 1 Urgent/Critical Service Error Support Request, until such Support Request is resolved, Privis shall escalate that Support Request within 60 minutes of the receipt of such Support Request by the appropriate Privis support personnel to Privis's management or engineering personnel, as appropriate.