web10 inc. Software Support Policy

This web10 inc. Software Support Policy ("**Policy**") is incorporated into and forms a part of the agreement between you and web10 inc. with respect to your use of the Software ("**Agreement**"). This Policy describes the web10 inc. support policies applicable to Customer reported Issues and Errors in the Software.

1. **Definitions**. The following terms have the following meanings when used in this Policy. Any capitalized terms that are not defined in this Policy have the meaning provided in your Agreement.

> 1.1. "**Error**" means a reproducible failure of the Software to perform in substantial conformity with the Documentation.

> 1.2. "**Issue**'' means a question or concern that is not a result of an Error.

> 1.3. "**web10 inc. Server**" means a customer computer server running the web10 microservices.

> 1.4. "**Production Environment**" means an environment serving your end users or customers.

> 1.5. "**Release Date**" means the generally available ("GA") release date.

> 1.6. Severity Levels:

>> **Severity Level 1** refers to an Error that impacts Customer's Production Environment, where the Software is down or seriously impaired or Customer's production data is lost or destroyed, and there is no workaround currently available.

>> **Severity Level 2** refers to an Error where the Software is moderately impaired. The Customer's system is functioning but in a reduced capacity, and there is no workaround currently available or the workaround is cumbersome to use.

>> **Severity Level 3** refers to an Error or Issue that has been identified but does not prevent normal operation of the Customer's system, or where the situation may be temporarily circumvented using an available

workaround. A Severity 3 case does not need to be related to a Production system. No data has been lost and the system has not failed.

Severity Level 4 refers to non-critical Errors or Issues, including general questions and requests for enhancements to the Software.

1.7. Versioning Scheme:

"**Major Release**" means a version of the web10 software identified by a change in the number to the left of the first decimal point (X.x.x).

"**Rapid Release**" means a version of the web10 software identified by a change in the middle number in between the two decimal points (x.X.x).

"**Patch Release**" means a version of the web10 software identified by a change in the number to the right of the second decimal point (x.x.X).

2. **Support for the web10 software.**

> 2.1. web10 will support each GA Major Release of the web10 software beginning on its Release Date. Support for each Major Release of the web10 software will end at the .

> 2.2. All GA Patch Releases within a Major Release series will be supported in the same timeframe as the leading Major Release.

3. **Our Initial Response Goals**. The hours, support channels, and initial response goals for each of our currently available subscriptions are defined below.

> **web10 standard license**

> **Hours**: 24 x 7 for Severity Levels 1 and 2
> M - F, 9am - 6pm Local Time* for Severity Levels 3 and 4
> **Channels**: phone or web

Severity	Initial Response Goal
Level 1	6 hours
Level 2	12 hours
Level 3	24 hours
Level 4	48 hours

* Local Time is a primary time zone specified by you.

4. Customer Obligations.

6.1. To enable web10 inc. to provide Support, you agree to: (i) provide web10 inc. with reasonable detail of the nature of and circumstances surrounding the Issue or Error; (ii) provide web10 inc. with diagnostic data that is reasonably requested; and (iii) provide web10 inc. with reasonable cooperation in the diagnosis and resolution of any Issues and Errors.

6.2. You must contact web10 inc. Technical Support by phone (at 347-209-2325) immediately after opening a Severity Level 1 or Severity Level 2 support case to ensure the applicable Initial Response Goal is met.

4. Support Limitations. Support is only available in English. web10 inc. has no obligation to provide any Support: (i) for any software, hardware or other element of the Customer environment not provided by web10 inc.; (ii) if Customer or a third party has altered or modified any portion of the Software; (iii) if Customer has not used the Software in accordance with Documentation or instructions provided by web10 inc., including failure to follow implementation procedures; (iv) if Customer is running a version of the Software that has passed its end of life date; or (v) for Beta Offerings.