

FeatureLab Inc.
Support Services Policy

1. Overview

This Support Services Policy (“Support Policy”) describes the policies and procedures under which FeatureLab Inc. (“FeatureLab”) provides technical support services (“Support”) for its proprietary software products (“Software”) to its customers (each, a “Licensee”).

Support is provided for the Software pursuant to the separate license agreement under which Licensee has purchased Support (the “EULA”) and is subject to the terms and conditions of that EULA and the terms of this Support Policy. Support is provided for the term specified herein, or for the period otherwise specified in the EULA.

Support is provided through FeatureLab’s online web-based support portal located at <http://support.FeatureLab.com> (“Support Portal”) as indicated on Exhibit A to this Support Policy.

This Support Policy sets forth expectations for Support between the Licensee organization and FeatureLab’s Support organization, including:

- who is authorized to submit issues,
- how to submit issues,
- what types of issues are covered by Support, and
- how and when FeatureLab resolves and closes reported Support issues.

2. Definitions

“Contact” means qualified individuals knowledgeable in the internal build systems, tools, policies, and practices in use by the Licensee, and proficient users of the Software. Licensees are expected to make every effort to ensure that the individuals that are designated as authorized contacts are qualified to support the Licensee teams internally.

“Documentation” means the user guide, help information or other documentation generally provided by FeatureLab to Licensees.

“Evaluation Versions” means any Software provided on a no-charge or evaluation basis.

“Incident” means each individual issue with the Software reported to FeatureLab.

“Maintenance Releases” means generally commercially released code corrections, patches, and updates of the Software as designated by a change in the number to the right of the second decimal in the version number. For example, 8.3.1 is a Maintenance Release of 8.3.

“Major Releases” means generally commercially released major new releases, modifications or enhancements to the Software as designated by a change in the number to the left of the decimal in the version number. Major Releases are normally identified by the first number prior to the first decimal point. Major Releases do not include separate or different products marketed by FeatureLab under a different name even if such products are compatible with the Software.

“Minor Releases” are normally identified by the first number immediately following the first decimal point. For example, 7.1 is a Minor Release of 7.0.

“Previous Version” Upon a commercially available release of the Software (“New Version”), any previously released version(s) of the Software will be deemed a Previous Version. Licensee may replace the Previous Version (including all installed copies) with the New Version. Licensee may not use the New

Version of the Software and the Previous Version of the Software at the same time in a Production Environment.

“Production Environment” is the Licensee’s production instance of the Software.

3. Scope of Support

3.1. In General

Support consists of the following: (a) web-based submissions of Incidents submitted by up to the number of designated Contacts as specified on Exhibit A of this Support Policy; (b) Major Releases, Minor Releases, and Maintenance Releases of the Software; (c) access to an online secure site that contains license keys and latest product downloads; and (d) the provision of guidance and troubleshooting to Licensee in connection with questions and issues arising from the following Licensee activities with respect to the Software of the following nature:

- Installation and Downloads: Support for installation includes providing guidance and troubleshooting in connection with Licensee’s downloading and installing of the Software.
- Basic Configuration Issues: Support for configuration includes troubleshooting Licensee’s configuration settings for existing installations on Supported Platforms (as defined below) to ensure proper operation and connectivity.
- Usage Issues: FeatureLab qualified personnel will answer Licensee’s "how to" questions related to standard Software usage.
- New Version Issue: Support for issues regarding replacing a Previous Version with a New Version of the Software.

3.2. Efforts to Correct the Software

FeatureLab will make commercially reasonable efforts to correct bugs or other errors in the Software. Licensee acknowledges that FeatureLab is not required to correct every bug, error, or problem with the Software that it reports to FeatureLab or of which FeatureLab is otherwise made aware.

3.3. Support Exclusions

The following are excluded from FeatureLab’s Support obligations: (a) Software that is used on or in conjunction with hardware or software other than as specified in the applicable Documentation; (b) altered or modified Software, unless altered or modified by FeatureLab; (c) defects in the Software due to accident, hardware malfunction, abuse or improper use; (d) defects in the Software which have been corrected in a New Version of the Software made available to Licensee; (e) any version of the Software for which Support have been discontinued by FeatureLab; (f) Evaluation Versions of the Software or other Software provided at no charge; (g) training, customization, integration and any issues arising from non-standard usage of the Software; and (h) any on-site services or remote access services (unless FeatureLab requests remote access to assist FeatureLab in understanding an issue).

3.4. Software Versions Covered

FeatureLab will provide Support only for the Software products specified in this Support Policy or as specified at the time of purchase. FeatureLab’s Support obligations do not cover hardware, operating systems, networks, or third-party software. Licensee understands that FeatureLab may need additional information as to its use of the Software in order to provide Support, and to enhance the Software.

3.5. End of Life

For paid term licenses, during the period in which Licensee has the right to use the Software, FeatureLab will provide Support for the then-current New Version of the Software.

For paid perpetual licenses, FeatureLab will offer Support during the then-current term of a Major or Minor release for 30 months after the product release. After such time, FeatureLab will offer limited support for an additional 12 months consisting solely of clarifying Documentation and assistance in upgrading to the latest New Version. FeatureLab provides an up-to-date list of supported versions in the Support Portal.

3.6. Platforms Supported

FeatureLab supports use of the Software only on the platforms specified in the Product technical specification supplied by FeatureLab with the Software (the “Supported Platforms”).

4. Submitting Incidents

4.1. Who May Submit Incidents

Support is intended to provide assistance to Contacts for issues and questions beyond what is covered in Documentation and introductory material provided with the Software. Licensee will be entitled to designate the number of Contacts specified in Exhibit A of this Support Policy as authorized to submit Incidents. Licensee may designate at least one authorized Contact at time of purchase, unless otherwise specified, who will be the person registering the license. That individual may submit change requests to the list of authorized support Contacts in writing through the channel(s) specified for the plan selected.

4.2. How to Submit Incidents

Unless otherwise specified in a supplemental support plan purchased by Licensee, Incidents are to be submitted to FeatureLab by a Contact through the Support Portal.

In order to expedite the resolution of Incidents, FeatureLab expects that Licensee will make every attempt possible to:

- Verify that the Incident is reproducible on the Supported Platforms for the Software (as applicable).
- Provide information necessary to help FeatureLab track, prioritize, reproduce, or investigate the Incident, such as: Licensee name and organization.
- Provide a full description of the issue and expected results.
- Categorize issues (general question, defect, enhancement request, etc.).
- List steps to reproduce the issue and relevant data.
- Provide any applicable log files or console output (de-identified of sensitive data if appropriate).
- Provide exact wording of all issue-related error messages.
- Describe any special circumstances surrounding the discovery of the issue, e.g., first occurrence or occurrence after a specific event, Licensee’s business impact of problem, and suggested priority for resolution.
- Identify Incident number in any ongoing communications with FeatureLab on an existing Incident.

5. Support Response and Incident Resolution

5.1. FeatureLab Incident Response

For each Incident reported by Licensee in accordance with these procedures, FeatureLab will:

- Confirm receipt of the reported Incident within the acknowledgement time specified in Exhibit A to this Support Policy.
- Set a Priority Level for the Incident in accordance with the terms below.
- Use commercially reasonable efforts to respond to the Incident within the time specified in Exhibit A to this Support Policy.
- Analyze the Incident and, as applicable, verify the existence of the problem(s) resulting in the Incident, which may include requesting that Licensee provide additional information, logs, and re-execution of commands to help identify the root cause and dependencies of the reported issue.
- Give Licensee direction and assistance in resolving the Incident.
- Keep a record of ongoing communications with Licensee.
- Use commercially reasonable efforts to resolve the Incident in accordance with the target response times set forth in Exhibit A to this Support Policy.
- Upon request of Licensee, discuss Priority Level and ongoing communication time frame. FeatureLab may modify the Incident settings.

6. Priority Levels

FeatureLab will prioritize Incidents according to the following criteria:

- Priority 1 Support Cases (“P1”) are the highest priority and receive first attention. P1 Support Cases indicate a reported Incident where FeatureLab Desktop or the Production Environment of the Software, as applicable, is either completely inoperable or inaccessible to all of Licensee’s users.
- Priority 2 Support Cases (“P2”) indicate a reported Incident where the issue has severely impacted the performance of the Software’s intended use and is causing a material and adverse impact to the majority of Licensee’s users; or, the Software is materially not operating within the documented functionality and it is impacting the majority of the Licensee’s users.
- Priority 3 Support Cases (“P3”) indicate a reported Incident where the issue has an impact on the performance and/or functionality of the Software as documented that is impacting the minority of the Licensee’s users.
- Priority 4 Support Cases (“P4”) indicates a reported Incident requesting assistance and may include questions of how to use the Software.
- Priority 5 Support Cases (“P5”) indicates a reported Incident where the Software is operating within the documented functionality and the Licensee would like to record an idea for inclusion in future releases. FeatureLab will not provide feedback on such enhancement requests, and Priority 5 Support Cases are closed once the information has been recorded.

7. Resolution and Closure of Incidents

Incidents will be closed in the following manner:

- For solvable issues, depending on the nature of the issue, the resolution may take the form of an explanation, recommendation, usage instructions, workaround instructions, or advising Licensee of an available software fix.
- In the event that custom or unsupported plug-ins or modules are used, FeatureLab may ask, in the course of attempting to resolve the issue, that the Licensee remove any unsupported plug-ins or modules. If the problem disappears upon removal of an unsupported plug-in or module, then FeatureLab may consider the issue to be resolved. Supported plug-ins or modules are defined as those listed and defined as supported in in the FeatureLab Documentation.
- For issues outside of scope of Support, FeatureLab may also close issues by identifying the Incident as outside the scope of the Support or arising from a version, platform, or usage case which is excluded from this Support Policy.
- Dropped Issues, FeatureLab may close a case if the Contact has not responded to two attempts or more made by FeatureLab to collect additional information required to solve the incident.
- Licensee may request Incidents be re-opened. At FeatureLab sole discretion, Incidents will be re-opened for further investigation if the Incident is deemed to be solvable.

Exhibit A to Support Services Policy

SUPPORTED SOFTWARE	
Supported Software:	FeatureLab FeatureTools (see http://docs.featuretools.com/ for current version)
POLICY TERMS	
Support Service Coverage Hours:	Business Hours
Business Hours:	Monday- Friday, 9am-5pm, Boston, MA, USA local time, excluding federal and state holidays
Supported Channels:	Support Portal: _____ Phone: _____
Supported Contacts:	No more than 3 Contacts, specific contact names to be provided to FeatureLab
TARGET RESPONSE TIMES DURING BUSINESS HOURS (all expressed as business hours)	
Acknowledgement Time	4 hours for all Incidents via an Email from FeatureLab
Response Time	P1 – 8 hours P2 – 48 hours P3, P4, and P5 – 72 hours
Target Update Frequency	P1 – Daily P2 – P3 – Weekly P4 – Every other week P5 – NA