

Relational Security Corporation, dba Galvanize ("Galvanize") Support Policy

OVERVIEW

Support is available only to Customers with valid subscriptions to Software licenses and/or current access to Subscription Services, or who have perpetual Software licenses and have purchased Support for the current term. Support is provided for (a) the current release(s) of the Software provided the Software has not been altered; and (b) the current production version of the Subscription Services. Galvanize is not responsible for Software installed on hardware or with operating system configurations that fail to meet recommended specifications, or for use of the Subscription Services other than as provided in the Documentation. Galvanize will not provide technical support for third-party products including, but not limited to, Microsoft SQL Server or IIS Server.

DEFINITIONS

Terms not otherwise defined herein have the meaning set out in the Galvanize Master Subscription and Professional Services Agreement found at: <https://www.wegalvanize.com/terms> (the "Agreement").

"Error" means a failure of the Software or Subscription Services to conform to the specifications as set forth in the Documentation, resulting in the inability to use the Software or Subscription Services or a material restriction in use of the Software or Subscription Services.

"Improvements" shall mean all improvements, updates, enhancements, error corrections, release notes, upgrades and changes to the Software or Subscription Services and published Documentation which improves existing functionality, and which are provided by Galvanize and made generally available without a separate charge to Customers of the Software who have purchased Support. Improvements exclude new product releases or features.

"Instance" means a single copy of the Software database being used for Customer's or its Affiliates' internal business purposes.

Each of "Software" and "Subscription Services" have the respective meanings as set out in the Agreement and, include any Improvements thereto.

TECHNICAL CONTACTS

Purchase of annual Support entitles the Customer to register two technical contacts, a primary and backup. With each \$50,000 of annual Support fees, Customer has the option to designate two additional technical contacts. Customer's designated technical contacts are the sole liaison between Customer and Galvanize for technical support of Products. To avoid interruptions in Support, Customer must notify Galvanize Customer Support whenever its technical contact(s) changes. Charges may be incurred for the appointment of additional technical contacts should Customer not meet the stated criteria. Contact Galvanize Customer Service with questions.

SUPPORT TERMS

Version Support Policy: Customers with unsupported Products or expired or terminated or suspended subscriptions to the Products will not receive Improvements, telephone assistance, or any other Support. Galvanize shall have no obligation to support or maintain any version of the Software except (i) the then current version of the Software, and (ii) the immediately preceding version of the Software for a period of twelve (12) months after it is first superseded. In addition, Galvanize supports only the current production version of the Subscription Services.

Maintenance Releases: Galvanize will make available to the primary technical contact, one Improvement copy for each Instance licensed by Customer. Customer shall be responsible for copying and installing the Improvements, and safeguarding same from unauthorized use or redistribution.

Information Licensees Need When Requesting Support: Before Galvanize Customer Support can begin work on any technical assistance request ("TAR"), ⁽¹⁾ _{(b)(3)} information about the nature and location of the Error is required. Whenever

a call is placed to a Galvanize support center or a TAR is logged, to the extent possible, the following information needs to be provided:

- Customer name
- Contact's name and phone number (fax number if applicable)
- Operating system (including version) for which Software is installed, to include service packs, and list of critical patches installed and/or recent changes to the server or OS
- The Software or system component and version number that the TAR concerns
- Any Software error numbers associated with the TAR
- Detailed description of the problem

Right to Cease Support: Galvanize reserves the right to cease Support for the Products. Customer will be notified in advance when a Product is no longer being supported. Cessation notices will generally be available 6 months in advance of the desupport date and will contain cessation dates and information about migration paths for certain features. Cessation notices are subject to change.

SUPPORT vs. PROFESSIONAL SERVICES

Support is intended to assist Customer experiencing problems with the Software or Subscription Services, and is limited to providing assistance with actual application-related problems. Support does not consist of consulting services that Customer may desire from time-to-time. Professional Services refer to any services other than the resolution of application-related problems. Such Services include, but are not limited to, consulting, project management, auditing, and planning. Galvanize's decision defining the nature of Support requested is final.

SEVERITY DEFINITIONS

Errors are defined as individual problems referred by Customers to Galvanize Customer Support. Errors are categorized as follows:

Severity 1 Error: The Error causes complete loss of service. Work cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency. A Severity 1 Error has one or more of the following characteristics:

- Data corrupted
- A critical function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Severity 2 Error: The Error causes a severe loss of service. No acceptable workaround is available; however, operation can continue in a restricted fashion.

Full Commitment to Severity 1 and 2 Errors: Galvanize Customer Support will work 12 hours a day x 7 days a week (12x7) until the Error is resolved or as long as useful progress can be made. Licensee must provide Galvanize Customer Support with a contact who can be available to work with Galvanize Technical Support during this 12x7 period, to assist with data gathering, testing, and applying fixes.

Customer Licensee is requested to use these classifications with great care, so that valid Severity 1 and 2 Errors can receive the most appropriate levels of attention from Galvanize.

Severity 3 Errors: The problem causes minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4 Errors: The problem causes no loss of service. The result is a minor error, incorrect behavior, or a Documentation error that does not impede the operation of a system.

For Severity 3 and 4 Errors, Galvanize Customer Support will work 12×5 until the issue is resolved. Customer must provide Galvanize Customer Support with a contact during this 12×5 period, either on site or by pager, to assist with data gathering, testing, and applying fixes.

Support Telephone Number and Hours of Operation:

Monday through Friday 8:00am EST to 8:00pm EST

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