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# Support Services Policy

## Effective August 1, 2021

Pythonic will provide Support Services for the applicable Service ordered by Client during the Subscription Term under Pythonic's Support Services policy in effect at the time. This Exhibit constitutes Pythonic's Support Service policy on the Effective Date of the Agreement. Pythonic will (i) provide Client with reasonable prior notice of changes to the Support Services policies via email, (ii) not modify its Support Services policies except at the beginning of a new annual term during the Subscription Term, and (iii) not materially diminish the services included within Support Services from this Exhibit.

### 1. Support Services

Support Services consist of providing (a) On-Line Support and Telephone Support to designated Client technical support contact(s) (the "Solution Owners") concerning use or the Service and Issue resolution, and (b) provisioning of any Updates at no additional cost to Client. Unless otherwise stated in the applicable Order, Client may designate up to four Solution Owners to request Support Services. Solution Owners should be the only persons from Client who interact with Pythonic for Support Services and must be trained in the use of the Service. Support Services are not intended to provide or replace in-depth training in the installation and use of the Service. Pythonic provides Support Services for On-Line Support and Telephone Support Monday through Friday during the following hours: 8:30 am to 6:00 pm US Central Time, excluding legal holidays. In addition, for Severity Level 1 Issues only, Pythonic provides Support Services 24 hours per day, 7 days per week, 365 days a year.

### 2. Certain Definitions

2.1 "Issue" means a reproducible failure of the Service to conform to the applicable Documentation.

2.2. "On-Line Support" means Support Services provided by Pythonic electronically in response to emailed transmitted inquiries to the Solution Owners by emailing support@pythonic.ai.

2.3. “Support Request” means a request for Support Services (e.g., a question regarding use of the Service or a request for Issue resolution) sent to Pythonic by Client. Client may submit a Support Request by telephone or on-line.

2.4. “Telephone Support” means Support Services telephone assistance provided by Pythonic to the Solution Owners concerning the use of the Service by calling the Support Services number published on the Pythonic website.

2.5. “Update(s)” means revisions to the Service that correct defects, errors or bugs or incorporate certain enhancements to the functionality that Pythonic in its discretion makes generally available to its Clients that subscribe to the applicable Service.

### 3. Support Services Requests

Client shall promptly report Issues to Pythonic by submitting a Support Request that includes sufficient information to allow Pythonic to determine the nature of the Issue. The Support Request shall also include the Severity Level of the Issue (as described below), as judged by Client acting in good faith. Client may submit a Support Request by telephone or on-line. Pythonic will confirm the existence of the Issue and the initial Severity Level of the Issue, and respond to the Issue according to the response periods set forth below. Pythonic will use commercially reasonable efforts to resolve Issues in accordance with the targets described below but cannot guarantee resolution within the target times. Pythonic will apply any reasonable method available to resolve Client’s Issue.

### 4. Severity Level Standards

Severity Level	Response Time	Support Mode	Resolution Target Time
1	1 hour	Continuous, dedicated until restored. Thereafter, Pythonic will work during standard operating hours until resolved.	As quickly as possible, with updates every 4 hours.
2	2 hours	Non-continuous, dedicated until restored. Thereafter, Pythonic will work during standard operating hours until resolved.	As quickly as possible, with daily updates.

3	Within 1 business day	Non-dedicated, non-continuous.	Corrected in a future update.
4	Within two business days	Non-dedicated, non-continuous.	None, unless escalated.

Definitions:

Severity Levels:

- Severity 1 – The Service is inaccessible or unusable, resulting in a critical impact on the operation. No workaround is available. Severity 1 Issues are limited to production critical events.
- Severity 2 – The Service is accessible but its operation is severely restricted. No workaround is available to remedy restrictions.
- Severity 3 – The Service will operate with limitations that are not critical to the overall operation. For example, a workaround forces a user and/or a systems operator to use a time-consuming procedure to operate the system; or removes a non-essential feature.
- Severity 4 – Client can use the Service and all functionality with only slight inconvenience.

Support Modes:

- Continuous – Pythonic support staff works on the Issue on a 24x7 basis.
- Non-continuous- Pythonic support staff works on the Issue during normal hours of operation.
- Dedicated – Pythonic’s support staff assigned works exclusively on the Issue.
- Non-dedicated – Available Pythonic support staff manages the Issue non-exclusively, simultaneously with other support operation requirements.
- Restored – The Service is back up and running, although the underlying problem is not yet resolved.
- Resolved – The Issue has been conclusively fixed.