<u>**Solution Extension Partner Support and Maintenance Services**</u>

1. **Support and Maintenance Responsibilites of Partner and Trellance**

   1.1 Trellance will provide methods for Clients to initiate Support Requests ("SRs").

   1.2 SR tickets can be opened by Clients via three methods: email, phone, or Trellance's support web portal.

   1.3 Each method will result in an SR ticket being generated, the ticket being placed in Partner's support queue, and the ticket being shared with the Client.

   1.4 Client will work directly with Partner to reach resolution on support issues.

   1.5 Support Services will be provided by Partner to address SR incidents reported by Client to Trellance associated with performance or usage issues of the Product and Services.

   1.6 Partner will be issued one (1) agent user account in Trellance's product support system. Partner will be issued a support queue in Trellance's product support system where all SRs reported by Clients will be placed.

   1.7 Partner will keep Client informed about the status of corrections to reported SR by updating the ticket with the latest information in Trellance's product support system.

   1.8 Partner will use Trellance's product support system and the assigned support queue to manage the lifecycle of each SR through closure.

2. **Support Hours And Response Guidelines**

   3.1 Partner will offer Clients Support office hours of:
   - Business Hours are 8 AM – 8 PM EST Monday-Friday, with the exclusion of federal holidays.
   - Business After Hours are 8 PM – 8 AM EST Monday-Friday, with the exclusion of federal holidays.
   - Non-Business Hours are weekends and federal holidays.

   Partner will use commercially reasonable efforts to meet the Response Guidelines stated in the table below:

Response Guidelines				
Severity Level	Urgent	High	Normal	Low
Response Time – Business Hours	4 Hours	6 Hours	24 Hours	48 Hours
Response Time – Business After Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day
Response Time – Non-Business Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day

Severity Level Descriptions

Severity Level	Description
Urgent	System Down/Services Unavailable condition that severely impacts the production environment involving: • Services outage or failure that severely impacts Client's business operations. • Widespread unavailability of business-critical features or functions of the Services that causes major disruption of Client's ongoing business operations. • Serious performance degradation that significantly impacts a large group of Client's end users. • Unscheduled Services downtime resulting from an emergency change request that needs to be applied to the system. • An issue for which there is no immediate workaround available.
High	A high impact business condition where: • Services are available but their functionality is significantly restricted, causing disruption to Client's normal business operations. • Partner's product is not working, negatively impacting Client's business productivity. • There is no workaround available for the issue.
Normal	Partner's product is generally usable, but Services have an issue that is causing minor operational challenge(s). Issues may be isolated to specific end users and may have little impact on the availability/functionality of the Services.
Low	A minor defect that has no impact on the Services, or a general inquiry on the functionality of the Services, including how to or informational queries.

3.2 Partner will offer verbal and written support in English.

3.3 Partner will make escalation contact information available to Trellance Partner Program Managers via a dedicated telephone number, email address, and/or online website.

3.4 Partner will provide at least one (1) escalation contact to Trellance for Urgent SRs that are unresolved or that occur outside of Business Hours.

3.5 Upon request, Partner and Trellance will hold reviews to discuss issue resolution activities with respect to the service levels and to possible changes to the issue escalation process that may be needed to bring service levels in line with Clients' expectations.