

Exhibit C – DQLabs’ Customer Support and Maintenance Services

This Exhibit sets forth the support services (“**Support Services**”) to be managed by Trellance and provided and performed by DQLabs for Customer for the Solution.

1. **Definitions.** With respect to the Support Services, the following definitions shall apply to the respective capitalized terms.
 - 1.1 “**Current Version**” means the Version of software most recently released for general availability.
 - 1.2 “**Failure**” means a reproducible condition in the software which causes the software or any material part thereof, to cease to operate or materially fail to function following the documentation.
 - 1.3 “**Operating Environment**” means a combination of hardware, operating system, and other relevant software, described in the documentation as required for operating the software.
 - 1.4 “**Previous Sequential Version**” means the Version of software that has been replaced by the Current Version.
 - 1.5 “**Response Time**” means the interval between a Support Request (“SR”) and the initial response by DQLabs.
 - 1.6 “**Service Hours**” means Monday to Friday 8:00 AM to 8:00 PM EST, with the exclusion of federal holidays.
 - 1.7 “**Support Term**” means the term of this Addendum.
 - 1.8 “**Technical Support Contact**” means a Customer employee (or independent contractor retained by Customer) who is designated by Customer as a point of contact to communicate with DQLabs concerning Support Services. Technical Support Contacts shall be knowledgeable in the use of the software and Customer’s Operating Environment. Customers may designate up to three (3) Technical Support Contacts at any one time.
 - 1.9 “**Update**” means all published revisions and corrections to the printed documentation and corrections and new releases of the software which are generally made available to Customers, and which are designated by DQLabs by a number on the right of the decimal point (e.g., Release 8.X). Updates shall not include any new Versions or optional modules or future products that DQLabs provides under a separate subscription.
 - 1.10 “**Version**” means a release of the software which contains substantial and significant enhancements, or other substantial changes in functionality or performance as compared to the previous version (if any), which is designated by DQLabs by a number on the left of the decimal point (e.g., Release X.0). Versions shall not include optional modules or future DQLabs products provided under a separate subscription.

1.11 “**Workaround**” means a method for achieving a task or goal when the usual or planned method isn't working.

2. Support Services

2.1 SR Ticket Submission. Customer may open a SR ticket via either email, phone, or Trellance’s online support portal. Each method will result in the generation of a SR ticket being placed in DQLabs’s support queue, and Customer will receive a copy of the SR ticket.

2.2 Customer Success Manager. DQLabs will assign a DQLabs Customer Success Manager, whose services will be provided at no additional cost to Trellance or Customer. The DQLabs Customer Success Manager’s primary responsibility is to work directly with Customer to assist Customer with the information, resources, and guidance required to help Customer to use and benefit from the software. The DQLabs Customer Success Manager will serve as Customer’s primary point of contact and escalation. The DQLabs Customer Success Manager’s responsibilities include but are not limited to:

- Consulting on deployment matters and strategies
- Consulting on feature usage
- Delivering product updates
- Managing issues reported by Customer’s Technical Support Contacts as provided in Section 2.5 of this Exhibit.

DQLabs reserves the right to change the Customer’s designated Customer Success Manager at any time as DQLabs deems fit. However, at no time will the Customer be without a designated Customer Success Manager.

2.3 Standard Support Services. DQLabs shall use commercially reasonable efforts to comply with the following Response Times from when DQLabs receives the support request:

Severity	Response time
Urgent	4 Service Hours
High	6 Service Hours
Normal/Low	16 Service Hours

2.4 Severity. When reporting a Failure, the Customer’s Technical Support Contact shall indicate the severity according to the following definitions:

Severity	Failure Description
Urgent	System Down/Solution Unavailable condition that severely impacts the Production environment involving:

	<ul style="list-style-type: none"> • Solution outage or failure that severely impacts Customer’s business operations. • Widespread unavailability of business-critical features or functions of the Solution that causes major disruption of Customer’s ongoing business operations. • Serious performance degradation that significantly impacts a large group of Customer’s end users. • Unscheduled Solution 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	<p>A high impact business condition where:</p> <ul style="list-style-type: none"> • Solution is available but the functionality is significantly restricted, causing disruption to Customer’s normal business operations. • Product is not working, negatively impacting Customer’s business productivity. • There is no Workaround available for the issue.
Normal	<p>Product is generally usable, but Solution has 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 Solution.</p>
Low	<p>A minor defect that has no impact on the Solution, or a general enquiry on the functionality of the Solution, including how to or informational queries.</p>

2.5 Contacts. DQLabs shall respond to SRs made by Technical Support Contacts via Trellance’s product support system and the assigned support queue.

2.6 Resolution. DQLabs will use commercially reasonable efforts to resolve each significant Failure by providing either: a reasonable Workaround, a Solution update, or a specific action plan for how DQLabs will address the Failure and an estimate of how long it will take to rectify the defect. Notwithstanding the foregoing, DQLabs has no obligation to perform services in connection with Failures which occur in the Version that is not the Current Version or, if such Failure is reported within one (1) year of the general availability of the Current Version, the Previous Sequential Version.

2.7 Exclusions. The Support Services shall not include, and DQLabs shall not be responsible for or liable to correct any Failure caused by (i) Customer's failure to use the Solution or any part thereof following the documentation; (ii) the modification, alteration, or maintenance of the Solution by any person other than DQLabs; (iii) negligence, misuse, abuse or mishandling of the Solution by Customer or any third party; (iv) inappropriate environmental conditions (such

as power and air-conditioning failures) or failure of the Operating Environment; or (v) Customer's failure to incorporate any Update provided by DQLabs to Customer as set forth herein or use of a Previous Sequential Version more than one (1) year after general availability of the current version release. Support Services shall further exclude consulting as it pertains to conversions/upgrades of Customer's Operating Environment or customized enhancements requested by Customer.

2.8 Remote Access. The Solution includes the Remote Support Module. Through the operation of the Remote Support Module, DQLabs obtains: (i) non-personally identifiable information, such as manner, consistency, duration, usage pattern, statistics, memory, bandwidth, and other information identifying how Customer uses the software; (ii) metadata such as logs, how many requests Customer issued, commonly used data sources, size of the Customer database, modules used, etc., and (iii) the login ID (including email address) for the Customer representative who registered the Solution subscription. To further facilitate troubleshooting of support issues, the Remote Support Analysis Module includes a feature to trace the activity to specific user logins. The Remote Support Module (or the activity tracing feature) can be disabled as part of the software configuration at the Customer's sole control and discretion. If the Remote Support Module is disabled, Customer acknowledges that DQLabs' ability to provide the Support Services may be impaired.

2.9 Updates and Versions. Customer is entitled to all Updates and Versions if and when made generally available during the Support Term.