

## FIVE QUARTERS SUPPORT PROGRAM

This document (the “**Support Program**”) contains Five Quarters Support Program description for the Subscription Services provided by Five Quarters to Customer pursuant to a Sales Order and the Five Quarters Subscription Agreement (the “**Agreement**”) under which Customer acquired its rights to use the Five Quarters Platform. This Support Program description is an “Additional Terms of Service” for purposes of the Agreement.

### 1. Definitions

Except as otherwise expressly defined in this Support Program description, capitalized terms have the meaning ascribed to them in the Agreement. For the purposes of this Support Program description, the following capitalized words and phrases are ascribed the following meanings:

“**Defect**” means a failure of the Five Quarters Platform, in the form provided or modified by Five Quarters, to conform to its applicable specifications set forth in the Documentation. A Defect includes a failure of one or more components of the environment or infrastructure provided by Five Quarters or Amazon Web Services to perform in accordance with their applicable documentation or specifications.

“**Fix**” means a modification or an addition to the Five Quarters Platform that overcomes a Defect when made or added to the Five Quarters Platform. Five Quarters may provide a Workaround in lieu of a Fix in Five Quarters’ sole discretion, but will provide a Fix to Customer as specified in Section 3.2 below.

“**Response Time**” means, for purposes of this Support Program description, the time between Five Quarters’ receipt of a Defect notification from Customer, and Five Quarters’ confirmation via one of its personnel that Five Quarters is working on resolution of the Defect. (While Customer’s submission of a trouble ticket may trigger an automated response from Five Quarters, automated responses are disregarded for purposes of determining Response Times.)

“**Update**” means a patch, correction, or other modification or addition to the Five Quarters Platform that Five Quarters makes generally available to its customers for maintenance fixes, Defect corrections, and minor improvements to the Five Quarters Platform, including fixes, patches, updates, and releases to address any security vulnerabilities. “Update” also includes significant enhancements and new features or functionalities to the Five Quarters Platform components that Customer has ordered, and that Five Quarters makes generally available to its customers at no additional charge.

“**Workaround**” means a set of procedures that Customer may follow to circumvent or mitigate the impact of a Defect, notwithstanding that the Defect still exists.

### 2. Program Features

The Sales Order specifies “Basic Support” or “Premium Support” program. The features of each program are described below:

Feature	Basic Support	Premium Support
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Isolate, document, and find alternative solutions for reported Defects.	yes	yes
Provide Fixes for the Five Quarters Platform as necessary.	yes	yes
Address customer concerns with online or printed documentation, providing additional examples or explanation for concepts requiring clarification.	yes	yes
Access to information about Updates.	yes	yes
Quicker Response Times	no	yes

### 3. Defect Resolution Procedures

**3.1. Defect Severity Levels - Categorization.** Five Quarters will assign all Defects one of four response priorities, dependent upon the problems caused by the Defect. Five Quarters may re-assign prioritization levels assigned by Customer when reporting the Defect, to reflect the problem descriptions below. Five Quarters' assignment will be consistent with the problem descriptions described below. Priority categories are as follows:

Severity Level	Description
1 (Urgent)	<b>Emergency Issue</b> Defect resulting in full or partial system outage or a condition that makes the Five Quarters Platform unusable or unavailable in production for all of Customer's Users.
2 (High)	<b>Significant Business Impact</b> Defect resulting in a condition where major functionality is impacted or significant performance degradation is experienced; issue is persistent and affects many Users and/or major functionality.
3 (Normal)	<b>Minor Feature / Function Issue / General Question</b> Defect results in a component of the Five Quarters Platform not performing as expected or documented. An inquiry by Customer representatives regarding general technical issues/questions
4 (Low)	<b>Minor Problem / Enhancement Request</b> Information requested on Five Quarters Platform capabilities, navigation, installation, or configuration; enhancement request.

**3.2. Defect Response and Support Program Hours.** The priority of a Defect will dictate the timing and nature of the response as specified in the table below:

Defect Severity Level	Target Response Time (Basic Support)	Target Response Time (Premium Support)	Solution Definition (one or more of the following)
1 (Urgent)	8 hours during business hours 9am-5pm Pacific Time	2 hours 24x7x365	<ul style="list-style-type: none"> <li>• Issue is resolved</li> <li>• Workaround is provided</li> <li>• Fix is provided</li> <li>• Fix incorporated into future release</li> </ul>
2 (High)	12 hours during business hours 9am-5pm Pacific Time	8 hours 24x7x365	<ul style="list-style-type: none"> <li>• Issue is resolved</li> <li>• Workaround is provided</li> <li>• Fix is provided</li> <li>• Fix incorporated into future release</li> </ul>
3 (Normal)	Commercially reasonable	24 hours during business hours 9am-5pm Pacific Time	<ul style="list-style-type: none"> <li>• Issue is resolved</li> <li>• Workaround is provided</li> <li>• Fix incorporated into future release</li> <li>• Answer to question is provided</li> </ul>
4 (Low)	Commercially reasonable	Commercially reasonable	<ul style="list-style-type: none"> <li>• Answer to question is provided</li> <li>• Enhancement request logged</li> </ul>

#### 4. Contact and Status

**4.1. Contact - Default.** Information about accessing support is available at <https://fusebit.io/support>.

**4.2. Support Channels.** During onboarding, Customer will be provided with access to a dedicated Slack channel (“**Slack**”) to be used when support is required. Slack will have an automated ticket filing chat bot installed (“**Bot**”). Customer may also request support via email at [support@fusebit.io](mailto:support@fusebit.io) (“**Email**”). In order for Defect Response and Support Program Hours to be supported by Five Quarters, Customer must use appropriate communication channel as follows:

Defect Severity Level	Support Channel (Basic Support)	Support Channel (Premium Support)
1 (Urgent)	Slack	Bot
2 (High)	Slack	Bot

3 (Normal)	Slack or Email	Slack
4 (Low)	Slack or Email	Slack or Email

## 5. Updates

During the Subscription Term, Five Quarters will provide or install Updates if and when they are made generally commercially available by Five Quarters to its customers, at no additional cost to Customer.

## 6. Scope

Five Quarters has no obligation to correct Defects or support queries arising from use of the Five Quarters Platform other than in accordance with the provisions of the Agreement (including the Acceptable Use Policy), or from Customer's use of incompatible data, or from Customer's incorrect configuration of, or integration with the Five Quarters Platform. Five Quarters is not required to configure or assist with migrations to or from the Five Quarters Platform or any Professional Services Deliverables as part of the Support Program. Five Quarters is not required to provide the Support Program if Customer is breach of its obligations under the Agreement.