

SUPPORT POLICY

This Support Policy (“**Policy**”) contains the applicable terms and conditions of the Support Services (defined below) for the TriTech Platform and Services as part of the agreement between Customer and TriTech.

1. DEFINITIONS.

- 1.1. “**Defect**” means a failure of the TriTech Platform services to conform in all material respects to the applicable Documentation.
- 1.2. “**Support Request**” means a service request Customer may submit to TriTech via the web, telephone, or email.
- 1.3. “**Support Services Effective Date**” means the date that the TriTech Service and/or Software is made available to Customer.
- 1.4. “**Support Services**” means, as applicable, the support services for the TriTech Service and/or Software as more fully described in Section 2 below and which are provided by TriTech or its subcontractors or are available on TriTech’s support portal.

2. **SUPPORT SERVICES.** TriTech will provide the Support Services to Customer in accordance with this Policy, provided Customer: (i) complies with the terms of this Policy; (ii) has paid all applicable fees due; (iii) has a current subscription; and (iv) Customer’s use of the TriTech Platform services is in conformance with the Documentation. This Policy governs in the event of any conflict with other terms, conditions or agreements relating to its subject matter. This Policy may change from time to time or certain Support Services may be discontinued; however, such changes will not result in a material reduction in the level of the Support Services provided to Customer during the then-current Support Term.

3. SUPPORT SERVICES TERMS AND CONDITIONS.

- 3.1. **Support Term.** The Support Services commence on the Support Services Effective Date and remain in effect for the initial term of Support Services as specified in an applicable Order, including any renewal thereof (“**Support Term**”).
- 3.2. **Notification of Defects.** If Customer believes that there is a Defect in the TriTech Platform Services, Customer will: (i) promptly notify TriTech, providing sufficient detail for TriTech to identify the Defect; (ii) to the extent TriTech cannot reproduce the Defect, provide access and relevant data, if reasonably believed necessary by TriTech for it to reproduce, analyze or remedy the Defect.

4. SUPPORT SERVICES.

- 4.1. Customer may submit a support request at any time, 24x7. TriTech will respond to support requests during our business hours as posted on our website at <https://tritechsoft.com/tritech-support/>.
- 4.2. TriTech will respond to Customer’s Support Requests pursuant to the Response Time Targets table below.

5. RESPONSE TIME TARGETS.

Severity Description	Response Time	Status Updates Target	Fix/Workaround Target
<p>Level 1: Critical Any problem that prevents access to or the use of the Licensed Technology or prevents either party from complying with its material obligations under the Agreement as a result of unavailability of the Licensed Technology or unavailability of any Functionality thereof</p>	<p>TriTech will respond within 1 hour of the problem being reported during TriTech's business hours.</p>	<p>Daily until the problem as been resolved or a workaround is in place</p>	<p>Continuous effort until workaround provided or emergency bug fix created</p>
<p>Level 2: Urgent Any problem that hinders access to or use of the Licensed Technology or impacts the System's Performance Levels as a result of unavailability of the Licensed Technology or unavailability of any Functionality</p>	<p>TriTech will respond within 2 hours of the problem being reported during TriTech's business hours.</p>	<p>Daily until the problem has been resolved or a workaround is in place</p>	<p>To be determined based upon the problem/request</p>
<p>Level 3: Operational with minor issue. Any problem that hinders access to or use of the Licensed Technology and is not defined as Level 1: Critical or Level 2: Urgent</p>	<p>8 hours or next business day</p>	<p>Weekly or monthly depending on the degree of the issue until the problem has been resolved or a workaround is in place.</p>	<p>To be determined based upon the problem/request.</p>
<p>Level 4: General question</p>	<p>Next business day</p>	<p>To be determined based upon the problem/request</p>	<p>To be determined based upon the problem/request</p>

Problem Response and Resolution Service Levels:

These Problem Response and Resolution Service Levels only apply if the TriTech Platform and services are unavailable due to an action or event initiated by TriTech. If the reported problem is a result of a change in Customer's environment or is isolated to Customer, every reasonable effort will be made to assist, but the Problem Response and Resolution Service Level will not apply.