

THESE REQUIREMENTS HAVE BEEN INCORPORATED BY REFERENCE INTO, AND FORM A PART OF, THE PARTNER AGREEMENT BETWEEN VENDOR AND COMPANY (THE “**AGREEMENT**”). Capitalized terms not otherwise defined herein have the meanings ascribed to them by the Agreement.

SUPPORT DESCRIPTION

Company Support Obligations

Support Level	Description
Level 1	<ul style="list-style-type: none"> • Purpose • Warranty support in accordance with documentation • Resource • Technical support specialist • Action • Resolve issues related to functionality of Solution
Level 2	<ul style="list-style-type: none"> • Purpose • Helpdesk-to-helpdesk technical triage • Resource • Senior level technical specialist • Action • Check Solution behavior, identify issue with Solution, recommend appropriate action, escalate to Level 3 where Solution issue is discovered

Vendor Support Obligations

Support Level	Description
Level 3	<ul style="list-style-type: none"> • Purpose • Replicate Solution issue, localize issue, recommend work-around until a permanent fix is developed and deployed • Resource • High level technical specialist • Action • Replicate issue in the lab, determine issue component and recommend work-around to Company so that Company may advise End User