



# Software Support Services Policy

As referenced in the SOFTWARE AS A SERVICE AGREEMENT or END-USER SOFTWARE LICENSE AGREEMENT (the "Agreement") under which you obtain and are granted the right to use Sologic's software, Causelink Enterprise and Causelink SaaS (the "Software") this Support Services Policy document is the primary document used to communicate Sologic's support policies. This Support Services Policy sets forth Sologic's support terms and conditions, as well as provides a description of Sologic's technical support levels.

The Software, "Causelink", is a root cause analysis tool that enables enterprises to collaborate on incidents, document their findings, produce a report, and run reports across all data in the system. Causelink Enterprise is hosted within client networks and Causelink SaaS is a cloud-based service hosted by Sologic.

## 1. Definitions

Capitalized terms used herein shall have the meaning set forth below, or in the Agreement, as applicable:

"Error" means an error in the Software which causes a material non-conformity of the Software with the specifications therefore set forth in Sologic's published documentation (the "Documentation").

"Error Correction" means the use of reasonable commercial efforts to correct Errors.

"Fix" means the repair or replacement of object or executable code versions of the Software to remedy an Error.

"Workaround" means a change in the procedures followed or data supplied by Customer to avoid an Error without substantially impairing Customer's use of the Software.

## 2. Technical Contacts

Technical contacts are the liaisons between Customer and Sologic for technical support for the Sologic Software. A customer's technical contacts should have, at a minimum, Sologic's introductory product training, to ensure that they are knowledgeable about the Sologic Software, and its operating environment in order to help resolve system issues and to assist Sologic in analyzing and resolving support problems.

## 3. Sologic Support Lifecycle

Sologic's policy is to provide Support Services for each current version release of the Software. Causelink SaaS customers will automatically be upgraded to the latest version of the Software within 3 months of a new version release. Causelink Enterprise customers must upgrade to the latest version within one calendar year of the version release date in order to continue to receive support.

#### 4. Support Priority Definitions

Priority Level	Definition
Priority A	An Error that renders the Software inoperative or fails for all users.
Priority B	An Error that degrades the performance of the Software or restricts use for all users.
Priority C	An Error that causes a minor impact on the use of the Software for some users.

#### 5. Support Response Time

Sologic will respond to any errors in relation to the Software as follows:

	Response Time	Target Resolution Time	Example
Priority A	1 hour	4-6 hours	System unavailable to all users
Priority B	2 hours	48 hours	System degraded to all users
Priority C	8 hours	Dependent upon extent of error	System degraded for some users

#### 6. Contacting Support

All support requests should be made through the form at <http://www.sologic.com/root-cause-analysis-software/causelink-support-0>.

#### 7. Scope of Support Services

**Support Hours.** Regular support hours are from 9am to 1am GMT/BST (as appropriate) on Sologic's regular business days.

**Maintenance Release.** From time to time, Sologic provides Updates of the Software that are generally available to its maintenance and support customers for no additional fee. All such Updates shall be considered "Software" and shall be subject to the terms and conditions of the Agreement.

**Modifications of Software.** Sologic may, in its sole discretion and only pursuant to a Services Attachment executed by Sologic and Customer, accommodate requests for modifications, however, Sologic is under no obligation to incorporate those requests from Customer in future releases of the Software, or to provide Support Services for such modifications.

**Error Correction.** Sologic shall exercise commercially reasonable efforts to correct any Error reported by Customer in the current unmodified release of Software.

**Exclusions.** Sologic shall have no obligation to support: (i) altered or damaged Software or any portion of Software incorporated with or into other software; (ii) Software that is not the then current release or immediately previous sequential release which is aged twelve (12) months or more since the issuance of the

successive release; (iii) Software problems caused by Customer's negligence, abuse or misapplication, use of Software other than as specified in Sologic user guide or other causes beyond the control of Sologic; or (iv) Software installed on any hardware that is not supported by Sologic. Sologic shall have no liability for any changes in Customer's hardware, which may be necessary to use Software due to a Workaround or maintenance release. Sologic reserves the right to change the maintenance services it offered at the end of any maintenance term. Sologic shall give Customer at least sixty (60) days' notice prior to implementing any such change.

DISCLAIMER OF WARRANTY. THESE TERMS AND CONDITIONS DEFINE A SERVICE ARRANGEMENT AND NOT A SOFTWARE WARRANTY. ALL LICENSED PRODUCTS AND MATERIALS RELATED THERETO ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE AGREEMENT. THESE TERMS AND CONDITIONS DO NOT CHANGE OR SUPERSEDE ANY TERM OF ANY SUCH AGREEMENT.

Changes. This Support Services Policy may be updated from time-to-time and is subject to change at Sologic's discretion.