

This Readibots (READI) Support Policy (“Support Policy”) describes READI’s Support programs and policies available to any Customer with an active subscription to SaaS Services (“READI Offering”) for use in accordance with the applicable READI Subscription Agreement in effect between READI and the Customer (the “Agreement”). Except as otherwise modified or defined herein, capitalized terms shall have the same meaning as in the Agreement and/or the applicable Order.

1. Definitions

Business Hours or **“Local Business Hours”** means, for each Customer, Monday-Friday, 8am-6pm (08:00-18:00 hours) in the US Eastern Time Zone, excluding local holidays.

“Customer” means the entity that has entered into the Agreement with READI and holds an active subscription to a READI Offering.

“Fix” or **“Bug Fix”** means READI’s repair or replacement of a READI Offering in the form of a patch or e-fix to remedy a Problem such that the functionality of the READI Offering is substantially restored to conformity with the Documentation.

“Problem” means a defect in a READI Offering such that it does not work in accordance with the applicable Documentation, and which significantly degrades one or more features or the functionality of the READI Offering.

“Problem Impact Level” means the Level 1 through 4 classifications assigned to a Problem in accordance with the table set forth in Section 3, which determines READI’s target response time and resolution goal for that Problem.

“Respond” means acknowledgement of READI’s receipt of a Customer’s notice of a Problem via an email to the Customer’s designated support contact containing READI’s assigned support engineer name, the date and time assigned, the Problem Impact Level (set forth herein) assigned to the Problem, and other information.

“Updates and Enhancements” means all extensions, enhancements, and other changes that READI, at its sole discretion, makes or adds to a READI Offering, and which READI furnishes, without charge, to all Customers who are entitled to Support for the same READI Offering.

“Workaround” means a change to Customer’s procedures, or to data supplied by a Customer, suggested by READI to help the Customer avoid a Problem without substantially impairing the Customer’s use of the affected READI Offering.

2. Support Offering

Premium Support: Customers who purchase one or more READI Offerings will receive Premium Support in accordance with this Support Policy for no additional fee during the applicable Order Term stated in the applicable Order.

3. Premium Support Terms.

Premium Support for all READI Offerings shall include the following:

- Support to Customer during US Eastern Time Zone
- Electronic support to help a Customer identify, locate and correct Problems
- Bug Fixes
- Updates and Enhancements

Premium Support Response and Resolution Goals			
Problem Impact Level	Problem Impact	Target Response Times	Resolution Goal
1	A READI Offering is completely unavailable or seriously impacted by a Problem, and there is no reasonable workaround currently available for the Problem.	READI will respond within 1 Business Hour.	After READI Responds, READI will begin continuous work on the Problem provided that a Customer resource is available at any time to assist READI with Problem determination. READI will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours once the Problem is reproducible or once READI has identified the defect causing the Problem.
2	A READI Offering is seriously affected by a Problem. The Problem is not critical, and the Problem Impact does not rise to a Problem Impact Level 1.	There is no workaround currently available for the Problem or the workaround is too cumbersome. READI will Respond within 2 Business Hours.	READI will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 3 business days.
3	A READI Offering is moderately affected by a Problem. The Problem is not critical, and the system has not failed. The Problem has been identified and does not hinder normal operation, or the Problem may be temporarily circumvented using an available workaround.	READI will respond within 8 Business Hours.	READI will undertake commercially reasonable efforts to provide a Workaround within 7 business days. Bug Fix will be included in the next available release.
4	Non-critical Problems, general questions, or situations involving a READI Offering where functionality does not appear to match Documented specifications but has no business impact.	READI will Respond within 24 Business Hours.	READI will undertake commercially reasonable efforts to provide an answer within 10 business days.

***Problem Impact Level.** Customer will indicate the impact level for initial response when Customer submits the initial case. Once a READI Support Engineer has received the case, the Support Engineer may change the impact level in good faith if the issues do not conform to the criteria set forth above for the selected impact level. The Customer will be automatically notified of any such change of impact level.

4. **Accessing Premium Support.** READI offers several ways to help Customers resolve technical difficulties:
 - 4.1. Online help available in the READI customer support portal.
 - 4.2. READI's support dedicated customer support portal at <https://support.READI.com>.
 - 4.3. Access to Support is available to a maximum of 10 named contacts per Customer, who are named on a list to be provided to READI by Customer and maintained by each Customer.
5. **Updates, Fixes and Enhancements.** READI may from time to time provide new releases, upgrades, modifications, bug fixes and enhancements to the Application and Subscription Services (each an "Update"), but READI is not under any obligation to do so. Such Updates will be supplied according to READI's then-current policies, which may include automatic Updates without any additional notice to Customer. Customer consents to any such automatic Updates. Updates will occur inside the established READI maintenance window.

6. SHARED RESPONSIBILITIES

READI Platform Services Responsibilities.

READI provides a Software as a Service (SaaS) platform. READI's Platform Services covers both (i) Platform Operations and (ii) Platform Upgrades.

6.1. Platform Operations

- 6.1.1. 24x7 Operations
- 6.1.2. Regular system backup / restore
- 6.1.3. System health and monitoring of the READI SaaS platform
- 6.1.4. Troubleshoot platform issues and provide incident management
- 6.1.5. Perform root cause analysis for Impact Level 1 Problems
- 6.1.6. Provide Fixes for Impact Level 1 / 2 / 3 Problems

6.2. Platform Upgrades

- 6.2.1. Perform OS and DB update / upgrade / maintenance / hardening
- 6.2.2. Access to regular upgrades and updates
- 6.2.3. Deploy READI updates based on a defined maintenance schedule
- 6.2.4. Align release management with product roadmap

6.3. Customer Responsibilities

- 6.3.1. Manage the set-up of jobs, data and configurations for use within the Subscription Service
- 6.3.2. Manage internal stakeholders and obtain approval for business process changes
- 6.3.3. Provide end-user communication and support
- 6.3.4. Troubleshoot issues to determine if they can be resolved prior to creating a platform support ticket
- 6.3.5. Design, develop, test and implement additional integrations and configurations
- 6.3.6. Provide a single distribution list for maintenance, alerts and emergency contacts
- 6.3.7. All Customer support staff must attend training
- 6.3.8. Use READI portals for non-break fix items or configuration "how-to"

7. Software Additional Support Terms.

- 7.1. READI's Service Level Agreement ("SLA") for each production instance of the SaaS Services is at least 99.9% Service Availability during each calendar month of a Customer's paid SaaS Term. System Availability for the SaaS Services is calculated for each calendar month of the applicable SaaS Term by dividing X by Y and multiplying the result by 100, with X and Y determined as follows: For purposes of calculating System Availability, only the unavailability of the SaaS Services exceeding 30 seconds will apply. READI reserves the right to take the SaaS Services offline for scheduled maintenance during the standard maintenance window of Saturdays between 03:00-06:00ET/00:00-03:00PT. READI reserves the right to change its maintenance window upon prior notice to Customers.