

## ADLIB STANDARD SUPPORT POLICY

The Adlib Support Policy describes the features of the support offering and the terms under which it is provided. terms of this policy may change at any time without notice.

Adlib Support provides ongoing value to Adlib customers to ensure a sustained return on their software subscription investment. Standard Support includes the services to provide technical assistance for a reasonable number of incidents per annum for each subscribed software on a valid Software Maintenance Plan.

### SUPPORT SERVICES

#### Hours of Operation

Technical assistance will be provided by telephone or email, Monday through Friday, 08:00 AM to 6:00 PM Eastern Standard Time (GMT -5).

#### Language Support

Technical assistance will be available in English only.

#### Contact Methods

The best method to contact Adlib Customer Service is by sending an e-mail to [support@adlibsoftware.com](mailto:support@adlibsoftware.com). This will create a new support incident or update an existing open incident.

Phone support is also available by calling 1-866-991-1705.

#### Incident Support

An incident is defined as one issue, problem, or question relating to the use or installation of an Adlib product. A single support incident may involve multiple phone calls, emails and off-line research.

A product defect is defined as functionality of a product that does not execute and/or deliver results included in the product documentation. Unexpected behavior that can be isolated to a customer's specific configuration or environment does not constitute a product defect. Adlib may provide troubleshooting suggestions for unexpected behavior in these cases; however, Adlib is not responsible for the resolution of any such behavior. An issue is recognized as a product defect only after it has been reproduced in steps provided by the customer and has been confirmed by Technical Support.

Documentation includes User Guides, Installation Guides, Release Notes and ReadMe files.

#### Supported Configurations

Adlib will provide technical assistance that is used within a supported configuration. Refer to the software product documentation for information relating to supported configurations, including compatibility lists and related information.

#### Exclusion

Support related to this policy shall only be provided with respect to the specific software, which Adlib and the customer have agreed in writing, and for no other software. Adlib support services has no responsibility to provide support with respect to any problem or problems with the Adlib software caused by: (a) integration into the Adlib platform of any feature, software, device, or other product not supplied by Adlib; (b) accident, transportation, neglect, misuse, alteration, modification, and/or enhancement to the Adlib Platform caused by any party other than Adlib; (c) failure of the customer to provide a suitable installation or operating environment for the Adlib Platform; (d) use of the Adlib Platform for any purpose other than the purpose for which it was designed; (e) use of the Adlib Platform on any computer platform other than the platform authorized by Adlib; (f) third party software whether supplied by Adlib as part of the Adlib Platform or otherwise; (g) integration into, or attachment to, the Adlib Platform of any custom feature, software, device, method of installation, method of configuration, or other custom product supplied by Adlib's Professional Services group; and/or (h) any breach by the customer of any of the provisions of the applicable license agreement and/or this Agreement.

#### Extended Support Policy Coverage

For more information about Adlib's Extended Support Policy, please reach out to Adlib Support.

#### Support Tools and Technologies

Adlib may request remote access to the customer's computer systems to perform diagnostic and troubleshooting activities on subscribed software. The ability of Adlib to meet incident resolution goals defined in this policy may depend upon customer consent for Adlib to access the customer's systems.

### Target Response Times

Response times and actions taken by Adlib are based on an assessment of the impact of the reported incident. Adlib Technical Support will make reasonable efforts to resolve the incident, but Adlib cannot guarantee that every incident will be resolved.

Initial response time is measured from the time an incident is submitted by a customer to Technical Support, within the Technical Support hours of operation.

The incident is resolved if one of the following conditions are met:

- ✓ If Adlib has provided a reasonable solution or workaround
- ✓ If Adlib has determined that issue is a product defect. Adlib development will
- ✓ If the incident is a product enhancement, Technical Support will forward the request to Adlib Product Management for future consideration

The following table provides definitions, initial response goals and resolution goals for the priorities of supported incidents.

| Priority Level | Definition   | Initial Response Goal | Resolution Goal (after replicating issue) | Support Level<br>Elite<br>Advantage<br>Standard |
|----------------|--|-----------------------|---|---|
| P1/P2          | [Critical Incident Management] Production system is inoperative and business operations are critically impacted due to failure of documented functionality.                              | 1 Business Hour       | 8 Hours                                   | Elite   |
| P3             | Production system is adversely affected. Productivity is severely compromised; work can be done but the output is degraded.  | 2 Business Hours      | 16 Business Hours                         | Elite<br>Advantage<br>Standard                  |
| P4             | Production system has encountered a non-critical problem. The Adlib Platform is usable but non-critical documented features may not function and/or specific document types are affected | 4 Business Hours      | 24 Business Hours                         | Elite<br>Advantage<br>Standard                  |
| P5             | Minimal system impact; This is the default priority level for all incidents.   | 8 Business Hours      | 32 Business Hours                         | Elite<br>Advantage<br>Standard                  |
| P6             | Issues with non production environments  | 12 Business Hours     | 48 Business Hours                         | Elite<br>Advantage<br>Standard                  |
| P7             | Non critical issues and/or questions regarding feature or functionality.   | 12 Business Hours     | 72 Business Hours                         | Elite<br>Advantage<br>Standard                  |

### Escalation Process

If target response times are not met, it can be escalated to the Manager, Customer Service at Adlib.

If target resolution times are not met, the incident can be escalated at the request of the customer. The Manager, Customer Service at Adlib will review the request and determine the next steps on a case by case basis.

### Consulting Services

Adlib may refer the customer to the Professional Services group, or an authorized Adlib partner, for the following services not covered under this Support Policy:

- Product Training: Basic or customized training;
- Implementation & Installation Services: Solution design, configuration, architecture review and optimization;
- Integration Services: Software Integration, customized workflow processing and automation; or
- any additional assistance in resolving problems which fall outside the scope of this Agreement.

All such consulting services will be subject to Adlib's most current consulting fees and terms and conditions.

**Dependent Components and Third-Party Products**

Third Party Product(s) include the underlying operating systems, adjacent or integrated applications, or software that is required to operate the Adlib Platform. Examples include: Web browsers, databases, operating systems, runtime environments, Microsoft Office and virtualization software.

Dependent Components include non-embedded products that are developed by a third party and may be sold by Adlib Software or procured separately. The developer of a Dependent Component may decide to discontinue support for that product or cancel the agreement with Adlib to sell or support the product before the Adlib Software Support term has expired. When this occurs, Adlib shall communicate with affected customers in a timely manner. Support for the Adlib Platform (or versions of products) may run longer than support for Dependent Components.

There may be cases where Adlib does not receive any notification of the End-of-Support from the vendor for Dependent Components or Third-Party Products in advance of the general public. If the owning vendor of a Dependent Component or Third-Party Product stops providing enhancements, thereby limiting the support to Adlib components. Support for the Adlib Branded Product may be limited to defect fix support only.

If the developer or supplier of a Dependent Component or Third-Party Product stops providing defect fix support or cancels the agreement with Adlib to sell or support the product: (1) Support for the affected Adlib Branded Products with regard to the Dependent Components or the Third-Party Product will immediately be limited to a) self-solve support available through Adlib Software Support Online or b) telephone support associated with questions concerning a product's functionality and interoperability in line with the Adlib Branded or Third-Party Product's original parameters and requirements at the time of release; and (2) Product updates, patches, and fixes related to the Dependent Component for the

Adlib Branded Product or the Third-Party Product are limited to those already available, and no additional updates, patches, or fixes are engineered. To the extent, the affected Adlib Branded Product operates or integrates with other Dependent Components that are still supported by its vendors, support for such Adlib Branded Products as they relate to the supported Dependent Components will continue through the planned Adlib Branded Product End-of-Support date.

**Hot Fix Policy**

A Hot Fix is any change made to the software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and workarounds. Hot Fixes generally provide a solution for a specific customer problem. Product defects that are identified will be reviewed and handled by the Adlib Product Management team. The Product Management team will determine if a fix will be done in future releases. Hot Fixes could include product defects that are identified which might get fixed in later releases of the product.

**Note:** Adlib offers Hot Fixes as a chargeable service. Adlib will assess the feasibility and cost of the fix and a quote will be provided through the Adlib sales team.