The following are Support Services terms (the "Support Terms") that describe Softype's provision of Support Services that you ("Customer") has obtained.

1. DEFINITIONS. In these Support Terms, capitalized terms not defined herein shall have the definition given such term in the Agreement:

"Agreement" means the applicable agreement(s) that provide you with access to Softype Support Services.

"Workaround Solution" means a solution or correction to an incident that allows the Cloud Service to function substantially in accordance with its stated purpose.

"Authorized Contacts" means the named Customer employees or authorized agents who: (i) have sufficient technical expertise, training and/or experience with the Cloud Service to perform the Customer's obligations under these Support Terms; (ii) are responsible for all communications with Softype regarding these Support Terms, including case submission and Incident reports; and (iii) who are authorized by Customer to request and receive Support Services for the Cloud Service on behalf of the Customer.

"Business Days" are Monday to Friday during Normal Support Hours, excluding Softype company holidays.

"Significant Enhancement Request" means a request by Customer to add programming or functionality or enhance performance beyond the specifications of the Cloud Service Support which will take more than 12 hours and/or span more than the calendar month.

"Incident" means a single support question or reproducible failure of the Cloud Service to substantially conform to the functions and/or specifications as described in User Guides and reported by an Authorized Contact.

"Normal Support Hours" are defined in the Customer Agreement.

"Response Time" means the targeted time period within which Softype will use commercially reasonable efforts to contact Customer to acknowledge receipt of an Incident report and to engage an appropriately skilled support resource, commencing from the time that Softype receives all required information as specified in Section 4.2. Response Times are measured during Normal Support Hours.

"Severity Level" This is Critical, High or Standard.

"**Severity Level Critical**" means an Incident where Customer's production use of the Cloud Service is stopped or so severely impacted that the Customer cannot reasonably continue business operations. It may result in a material and immediate interruption of Customer's business operation that will cause a loss of Customer data and/or restrict availability to such data and/or cause significant financial impact.

"**Severity Level High"** means an Incident where one or more important functions of the Cloud Service are unavailable.

Customer's implementation or production use of the Cloud Service is continuing but not stopped; however, there is a serious impact on the Customer's business operations.

"**Severity Level Standard"** means an Incident where: (a) important Cloud Service features are unavailable but a Workaround may be available, or (b) less significant Cloud Service features are unavailable with no reasonable Workaround; Customers experience a minor loss of business operation functionality and/or an impact on implementation resources, or (c) Customer poses questions regarding basic functionality of the Cloud Service.

"SuiteAnswers" is the online support portal that is accessible 24x7 to the customer.

"Support Services" means the support services for the Cloud Service provided by Softype under the terms set forth herein and as further defined in the Agreement, but do not include Enhancement Requests. Support Services are provided in the English language only.

"Test Case" means Customer's instructions that allow Softype to reproduce an Incident.

2. SCOPE OF THE SUPPORT TERMS.

2.1 Subject to the terms contained herein, Softype shall address all Incidents which may arise from Customer's use of the Cloud Service in accordance with Sections 4 and 5 below.

2.2 Softype shall not have any obligation to provide Support Services with respect to any:
(a) Enhancement Requests; or (b) any items excluded pursuant to Section 5.

2.3 Softype may offer Professional Services to help resolve issues that fall outside the scope of the Support Services. Any engagement of Professional Services shall be provided under a separate agreement and shall be subject to a Change Order on Softype's then-current consulting fees and terms.

3. TERMINATION.

Notwithstanding anything to the contrary herein or in the applicable Agreement, these Support Terms shall terminate upon expiration or termination of the Agreement or expiration or termination of Customer's right to access the applicable Cloud Service.

4. INCIDENT REPORTING AND RESPONSE TIMES.

4.1 Authorized Contacts. All reports of Incidents must be made to Softype by the Authorized Contact(s). The primary method for a Customer to report an Incident is via a Case. Customer may notify Softype of Critical Incidents via telephone. The Customer may substitute Authorized Contact(s) from time to time by giving Softype prior written notice, including the relevant contact information for any new Authorized Contact.

Permitted number of qualified Authorized Contacts is 3.

4.2 Required Information. All Incident reports must, if applicable, include the following:

a) The Customer's identification number which appears on the account.

b) A reproducible Test Case that demonstrates the specific usage that causes the Incident being reported.

c) Exact wording of all related error messages.

d) A full description of the Incident and expected results.

e) Any special circumstances surrounding the discovery of the Incident.

f) For Critical incidents, provide an additional point of contact.

Softype may share such information and other information about Incidents with its contractors, vendors and/or third party application providers to support Softype's provision of the Support Services described herein.

4.3 Severity Levels. Softype will assign the appropriate severity level to all Incidents according to its knowledge of the Severity. Severity Levels are assigned to allow prioritization of incoming Incidents. Softype may reclassify Incidents based on the current impact on the Cloud Service and business operations as described in the Severity Level definitions. The Customer may contact Softype to provide information to adjust Severity Levels. In the event Softype determines that an Incident is in fact an Enhancement Request, it shall not be addressed under these Support Terms.

4.4 Softype's Obligations. Softype will make available Support Services access during Normal Support Hours for the Customer to report Incidents and receive assistance. On receipt of an Incident report, Softype shall establish whether there is an Incident for which the Customer is entitled to Support Services and, if so, shall:

a) Confirm receipt of the Incident report and notify Customer of the Incident case number that both parties must then use in any communications about the Incident.

b) Set a severity level for the Incident based on the criteria set forth herein.

c) Analyze the Incident and verify the existence of the problem.

d) Give the Customer direction and assistance in resolving the Incident pursuant to the terms described herein.

4.5 Response Time Goals.

4.6 Customer's Obligations.

1. Softype's obligation to provide Support Services under these Support Terms is conditioned upon the Customer:
   a) Paying all applicable fees for Support Services prior to the date the Incident is reported;
   b) Having valid access to the Cloud Service;
   c) Providing Softype with all reasonable assistance and providing Softype with data, information and materials that are reasonably necessary;
   d) Procuring, installing and maintaining all equipment, telephone lines, communication interfaces and other hardware and software necessary to access the Cloud Service;
   e) Providing appropriate contact information for Authorized Contact(s);
   f) Utilizing SuiteAnswers knowledge base for self-help research of known solutions,
   g) Checking with internal users if the solution has been described before by Softype or SuiteAnswers.
2. For the duration of the initial term and any elected renewal term(s) during which Customer has purchased Support Services, Customer shall purchase and maintain the same level of Support Services for all users of the Cloud Service (including without limitation any incremental licenses subsequently purchased by Customer). For clarity, Customer may not elect to purchase or renew Support Services for just a portion of its Service or of its users who can access the Service.

5. EXCLUSIONS FROM SUPPORT SERVICES.

Softype will not be required to correct any Incident caused by (i) integration of any feature, program or device to the Cloud Service or any part thereof; (ii) any non-conformance caused by unauthorized misuse, alteration, modification or enhancement of the Cloud Service; or (iii) use of the Cloud Service that is not in compliance with the Agreement.