

## **Schedule B: Support Services**

1. **Support Requests; Authorized Individuals.** The Subscriber may designate up to two individuals (each, an “**Authorized Contact**”) that shall be entitled to initiate requests for Support Services and otherwise report any material non-conformance of the SwiftConnect Platform with its corresponding System Documentation (“**Errors**”). The Subscriber’s Authorized Contacts are listed on the Product Order. Authorized Contacts shall make requests for support or to report Errors (each a “**Support Request**”) via email to [support@swiftconnect.io](mailto:support@swiftconnect.io).
2. **Support Services.** Upon receipt of a Support Request, SwiftConnect shall assign the appropriate priority to the Support Request in accordance with the severity levels in Appendix 1 (Target Response and Resolution). These classifications are designed to ensure consistent treatment of Support Requests handled by SwiftConnect’s support resources. SwiftConnect shall utilize a “trouble ticket” solution to track Support Requests to better ensure that SwiftConnect’s response and resolution times are consistent with its obligations set out herein.
  - 2.1. **Error Corrections.** SwiftConnect will use commercially reasonable efforts to respond to all Support Requests within the time periods set out on Appendix 1 (Target Response and Resolution). Such time periods shall commence (i) upon SwiftConnect’s receipt of the Support Request, if it is received during Business Hours, or (ii) at the start of the next Business Hour if SwiftConnect receives the Support Request outside of Business Hours. The term “**Business Hours**” means Monday through Friday from 9:00 AM to 5:00 PM Eastern Time with the exception of holidays recognized in the time zone at issue. SwiftConnect is not obligated to commence resolution of a Support Request unless and until the Authorized Contact provides information sufficient for SwiftConnect to understand and diagnose the Error, as applicable, that is the subject of the Support Request.
  - 2.2. **Workarounds.** The term “**Workaround**” means a temporary bypass, procedure, or routine that, when implemented, materially eliminates the impact of the Error. If SwiftConnect is unable, after using commercially reasonable efforts, to implement a long-term resolution to an Error, then SwiftConnect shall seek to provide a Workaround and, after its provision of a Workaround, shall continue to work toward implementing a long-term resolution to address the Error.
  - 2.3. **Assistance and Cooperation.** The Subscriber shall assist SwiftConnect’s support personnel with data gathering, testing, and applying fixes. If SwiftConnect cannot duplicate the reported Error in-house, then SwiftConnect may request access to the Subscriber’s computing environment and building access as necessary.
  - 2.4. **Error Closure.** An Error shall be considered open until the Error is closed in accordance with the descriptions in Appendix 2 (Error Closure).
3. **Escalation.** If, after exercising commercially reasonable efforts, SwiftConnect is unable to resolve a Severity 1 or Severity 2 Error (or provide an associated Workaround) within the time periods specified on Appendix 1 (Target Response and Resolution), SwiftConnect will escalate the Support Request in accordance with Appendix 3 (Escalation Table).
4. **Updates.** SwiftConnect shall provide to the Subscriber at no additional charge all Updates to the AccessCloud Platform that SwiftConnect makes generally available to its other customers without additional fees.
5. **Support Services Exclusions.** Notwithstanding anything to the contrary, Support Services shall not include any of the services set out in this Section 5 (Support Services Exclusions) (collectively, the “**Excluded Services**”). Any Excluded Services that the Subscriber desires would be subject to a separate Product Order.
  - 5.1. **Errors due to Subscriber-Side Control Systems.** SwiftConnect is not responsible for Errors to the extent caused by Subscriber-Side Control Systems. Upon determining that a Support Request arises due to a Subscriber-Side Control System, SwiftConnect shall timely report the issue to the Subscriber’s Authorized Contacts and, to the extent available, indicate which component within the Subscriber-Side Control Systems is responsible in whole or in part for the Error.
  - 5.2. **Errors due to Subscriber Internal Systems.** SwiftConnect is not responsible for the Subscriber’s inability to use the SwiftConnect Platform or its features to the extent the inability is caused by one or more Subscriber Internal Systems. SwiftConnect’s sole obligation in this instance shall be to notify the Authorized Contact if an Error is attributable to the Subscriber Internal System.
  - 5.3. **Training.** Support Services do not include training on the use of the SwiftConnect Platform. By way of clarification, and not limitation, if the resolution of a Support Request would consist of an explanation of basic system usage, or otherwise be addressed in the System Documentation, then SwiftConnect shall comply with its Support Services obligations by referring the Authorized Contact to the System Documentation or, upon prior notice to the Subscriber, charging the Subscriber for fulfilling such Support Request.
  - 5.4. **Customizations and Configurations.** Support Services do not include assistance in developing, testing, debugging, or any other support relating to the customization or modification of the SwiftConnect Platform or otherwise configuring the SwiftConnect Platform (except as may be set out in the Implementation Plan).
  - 5.5. **Reproducible Errors.** SwiftConnect shall have no obligation to provide Support Services for Errors that are (i) attributable to third party systems, or the installation, administration, and use of enabling technologies such as databases, computer networks, and communications systems that are not provided by SwiftConnect, or (ii) unable to be reproduced by SwiftConnect after commercially reasonable efforts to do so.

**Appendix 1 to Schedule B: Target Response and Resolution**

Priority Level	Description	Target Response Time	Target Resolution or Workaround Time
High	The applicable supported features and functionality of the SwiftConnect Platform are not capable of sending and receiving data to and from the Internet; critical impairment of operations.	Within 4 Business Hours	Within 24 Business Hours, or via Section 3 (Escalation).
Medium	Errors disabling non-essential functions; significant (but not critical) impairment of the SwiftConnect Platform's functionality.	Within 12 Business Hours	Within 36 Business Hours or via Section 3 (Escalation).
Low	The SwiftConnect Platform is accessible and there is no product bug but there may be more efficient ways for features to work or new feature requests; no significant impairment of the SwiftConnect Platform's functionality.	Within one week	Reasonable inclusion on roadmap

**Appendix 2 to Schedule B: Error Closure**

Priority Level	Description
High	The Error shall be considered resolved and closed when an Error correction has been implemented.
Medium	The Error shall be considered resolved and closed under one of the following conditions: (i) an Error correction has been implemented, or (ii) 2 days have elapsed since SwiftConnect communicated the information that it reasonably believes will resolve the Error (communicated in person, by voicemail, or by email to the Authorized Contact), and the Authorized Contact has not responded to SwiftConnect.
Low	The support ticket shall be considered resolved and closed under one of the following conditions: the Authorized Contact receives a communication confirming receipt of the support request and confirmation that the request falls within the "Low" priority level.

**Appendix 3 to Schedule B: Escalation Table**

Elapsed Time	Severity 1 (High)	Severity 2 (Medium)
2 hours	Project Lead	--
4 hours	Client Services Director	Project Lead
8 hours	--	Client Services Director
16 hours	--	--
24 hours	VP Technology	
32 hours	--	--
40 hours	--	--
80 hours	President / CEO	VP Technology