

SCHEDULE D
TECHNICAL SUPPORT
(Nov 20 2019)

1. Overview of Technical Support

Technical Support for the Densify Subscription Offering and/or the Local Component (referred to together in this Schedule as the “Software”) consists of the following:

- Software Upgrades (as defined in Section 6 below) fixes, security alerts, and critical patch updates
- Major product and technology releases, which include general technical support releases, selected functionality releases, and documentation updates
- Assistance with service requests during Business Hours (4:00 am to 8:00 PM Eastern Time, Monday through Friday, except for the following Canadian Statutory Holidays: December 25th, January 1st, and Labour Day).

Technical Support is provided for issues that are demonstrable in the currently supported release of the Software.

2. Description of Technical Support

If Customer is unable to diagnose or resolve problems or issues of the supported Software, Customer should contact Densify to address the issue. Technical Support shall include, but not be limited to (i) diagnosis of problems or issues of the supported Software, and (ii) resolution of reported and verifiable errors in the supported Software, in accordance with Section 3 below, so that such supported Software performs in all material respects the functions described in the associated Documentation. Technical Support is not to be used for educational purposes.

3. Support Priority

For Technical Support, Customer may; (i) email Densify at support@densify.com or (ii) report the issue to the Cloud Advisor who will contact Technical Support on behalf of Customer. The email notification should comprehensively describe the nature of the suspected defect and provide details of the circumstances of its occurrence. Upon its receipt of Customer's notification, Densify shall confirm the existence of the defect in accordance with Section 4 below. If Densify confirms the existence of the defect, Densify shall address the defect as part of its obligations hereunder.

All Support Requests (SR) are assigned a case number. This case number is used to track the problem or request through to resolution. The support engineer who receives the email request from the Customer or the Cloud Advisor (only if applicable) will determine the priority of the SR by categorizing the problem accordance with the following severity levels:

Severity	Business Impact	Definition
1-Urgent	Severe Business Impact	Production problems causing serious degradation of service or causing an unstable system and, in either case, no work-around is available.
2-High	Significant Business Impact	Production problems causing serious degradation of service or causing an unstable system and, in either case, a reasonable work-around is available.
3-Medium	Some Business Impact	Production problems that are not causing any degradation of service but should be corrected.
4-Low	Little to No Business Impact	Production problems that are not causing any degradation of service. This type of problem has little to no business impact.

4. Initial Response, Resolution Proposal and Escalation

The following table sets out the initial response timeframe, the resolution proposal and the escalation for each severity level.

Severity	Initial Response	Resolution Proposal	Escalation
1-Urgent	1 Business Hour	24 Business Hours	<p>If support engineer cannot resolve the problem within 5 Business Hours after receipt of the call, the problem is referred to the Technical Support Manager.</p> <p>If the problem cannot be resolved within 8 Business Hours of the call, the problem is referred to the relevant Vice President.</p> <p>If the problem cannot be resolved within 12 Business Hours of the call, a proposed solution with expected timeframe for a satisfactory work-around is developed.</p>
2-High	4 Business Hours	7 Business Days	<p>If support engineer cannot resolve the problem within 2 Business Days after receipt of the call, the problem is referred to the Technical Support Manager.</p> <p>If the problem cannot be resolved within 3 Business Days of the call, the problem is referred to the relevant Vice President.</p> <p>If the problem cannot be resolved within 4 Business Days of the call, a proposed solution with expected timeframe for a satisfactory work-around is developed.</p>
3-Medium	4 Business Hours	30 Business Days	Densify will make reasonable efforts to attempt to provide a resolution to the problem and acceptable workaround within the earlier of (i) 120 Business Days, and (ii) the next scheduled Technical Support release if same is to occur within 180 Business Days.
4-Low	4 Business Hours	No timeframe	Densify will attempt to provide a resolution to the problem within the next scheduled Technical Support release.

During the resolution stage of all issues, the initial support engineer who received the call will maintain and document the progress of the SR.

5. Maintenance Policy

Densify's schedule maintenance window to apply Updates to the Densify Subscription Offering in respect of any infrastructure, network, hardware or software maintenance to be performed that might impact the Service is (i) for cloud provider data centers located in North America, Wednesday(s) from 8:00 pm to 10:00 pm Eastern Time each week, if required and (ii) for cloud provider data centers located outside of North America, Wednesday(s) from 3:00 PM to 5:00 PM Eastern Time each week, if required. Densify shall notify Customer not less than five (5) business days prior to any scheduled maintenance. Densify targets no more than two hours of downtime to the Densify Subscription Offering due to scheduled maintenance per month. For any emergency outages, including any such emergency outages related to Densify's third party cloud service provider, Densify shall use reasonable efforts to provide Customer with notice in advance of the outage.

6. Provision and Scope of Upgrades

Densify will, if, as and when it considers necessary, provide Customer with Upgrades reflecting improvements made to the Software. Upgrades are defined as the result of regular Technical Support efforts by Densify including, but not limited to:

- (a) fixes to Software defects identified either by other customers or by Densify;
- (b) improvements to overall performance that occur as a result of ongoing Technical Support to all of Densify's customers;
- (c) the addition of new features to existing installed options;
- (d) the correction of and/or enhancement to current features of installed options;
- (e) changes to installed options to ensure the proper functioning of the Software to reflect applicable regulatory changes; and
- (f) Documentation updates.

7. Access to Technical Information

To assist Densify in performing its obligations specified within this Agreement, Customer shall (subject at all times to Customer's security policies and procedures) grant Densify or its representatives, access to any relevant Customer technical information that Densify might require from time to time to diagnose and resolve the support request. In the event that Customer is unable to provide information requested by Densify, Customer and Densify will discuss and mutually agree on the process and information that may be exchanged by the parties to resolve the support request.