



12770 El Camino Real, Suite 300  
San Diego, CA 92130

## SEISMIC PRODUCT SUPPORT POLICY

For purposes of this Exhibit, "**Product Support**" shall refer to support services provided by Seismic for all Services provided under the Agreement and Service Order Form(s).

Seismic is passionate about Product Support. World-class Product Support goes hand-in-hand with Seismic's world-class software for building mobile ECM Apps and delivering personalized documents. Seismic delivers on its Product Support commitment with its team of exceptional CSS's and a sophisticated, multi-channel infrastructure. Seismic looks at every interaction with its customers and partners as an opportunity to share what Seismic knows to help drive business results. In other words, Seismic measures its success by Customer's success.

Product Support will be provided to Customer under this Agreement. Seismic will provide licensing, technical and application support via web, email, and phone for Services. Product Support has available permission based remote tools that will allow direct viewing of Customer desktops to directly view issues. Seismic will deliver timely, high-quality, one-on-one support service. Under no circumstance is access taken, or information gathered, without the express authorization, knowledge, and support of Customer. Information provided during the issue resolution process is treated with strict confidentiality as set forth in the Agreement.

### Leveraging Technology to Better Support Customer Needs

Seismic utilizes technology to give it an enterprise-wide view of Customer's activity, including inquiries, service requests, and problem reports across Customer's entire company. Seismic has a comprehensive, historical record of the specific Seismic account information and activity it needs to proactively manage the unique service needs of Customer. Seismic has processes in place to monitor Customer's activity, spot general trends, and provide support metric analysis. Seismic logs errors and automatically routes them to its support team so that Seismic is often aware of issues before they are reported by Customer.

### Contacting Product Support

Customers can designate any number of contacts for the Product Support program to create and update cases, receive Seismic communications, and take advantage of the Software and Services for which Customer has subscribed. In the interest of timely and accurate resolution, Users who log problems and seek help from Product Support should register through the Seismic Support Web at <http://support.seismic.com>.

### Product Support via the Seismic Community

Through the Seismic Community, every user seeking help can find answers and solutions within our Help Forums. Customers have access to a crowd of Seismic subject matter experts that are monitoring and participating in our help forums and readily willing to help solve problems. If the customer is unable to locate the required information in Community, they also have the ability to open a support case for investigation, add notes to existing cases, and query its case history right from the case portal within Community.

### Product Support via the Web Portal

Web-based support is available at <http://support.seismic.com>, and provides Customer with the ability to open a case for investigation, add notes to existing cases, and query its case history.

Product Support uses a completely integrated system, and cases reported through the Seismic Support Web become part of the comprehensive account history maintained for Customer.

### Product Support via Email

Email support is available via [support@seismic.com](mailto:support@seismic.com), and provides Customer with another avenue to open a new case or provide updates for an existing case. Because Product Support uses a completely integrated system, cases reported through email become part of the comprehensive account history maintained for Customer.



12770 El Camino Real, Suite 300  
San Diego, CA 92130

Initiation of cases via email or web allows Customer to attach relevant files from the start of the case, thus jump-starting resolution. Customer is encouraged to use one of these avenues in case initiation.

### **Product Support over the Telephone**

Seismic customers also have the option to initiate a support case via telephone at 1.844.955.8855. In the event a Customer Support Engineer is unable to answer, the customer will be provided the option to leave a message. Any messages left via phone support will automatically open a case that the Customer Support Specialist can review and respond via email, web or call back. If you are contacting the Seismic Support team to inquire about an existing case, the agent answering the call will be able to transfer the customer to the agent actively working the case.

### **Product Support Hours**

Phone, Email and support site cases are manned 24 x 7 x 365 via our support resources in North America, EMEA and in Asia.

### **Communications**

Seismic believes the most successful customer is a knowledgeable one. Our commitment to ongoing, timely communication keeps our customers up-to-date with access to everything they need to know regarding ongoing product enhancement announcements, release notes, technical bulletins, product documentation, training and event information, and best practice blogs. Seismic customers and team members worldwide are connected through a vibrant, Lithium-powered Community, delivering high-value digital experiences that complement the work of our dedicated support staff. The community serves up a dynamic collection of content to help customers stay informed and nurtures competencies and success. Information is delivered in many different formats, including videos, webinars, and a crowd-sourced knowledgebase of high-quality content. Like the platform itself, the body of knowledge and information in community is constantly evolving. From the latest news and fresh content to interesting discussions and ideas, the community always has something new to offer. More than just another avenue for support, the Seismic community is an online social destination where customers can connect on many levels with other users, industry peers, and Seismic experts.

### **Service Level Objectives – Basic Terms and Conditions**

Seismic defines service level objectives that serve as key metrics on how it manages its business to support Customer and make Customer successful. Service level objectives represent the best efforts from Product Support to guarantee Customer satisfaction and service. Seismic's goal is to address issues as quickly as possible so that Customers can meet its business objectives.

To deliver to its service level objectives, Seismic requires timely access to Customer resources. In some situations, Seismic also requests remote access to Customer systems to analyze problems, run diagnostics, or review system configurations. Resolution may include requesting Customer to send additional information to Seismic, such as a copy of an application, log files, and/or Customer Content. If requested information is not provided, Service Level Agreement response and plan-of-action times may be extended.

### **Severity 1 – Urgent**

#### *Definition of Situation*

Severe problem preventing Customer or workgroup from performing critical business production functions.

- Production defect that impacts customer data integrity or content version integrity
- System components inaccessible or unavailable
- Customer unable to perform business critical actions with Core Seismic functions, examples include; LiveDoc generation error(s), content access or user profile corruption
- Severity 2 defect has been open for greater than 5 business days without clear resolution plan



12770 El Camino Real, Suite 300  
San Diego, CA 92130

- Production System crash or hang
- Production Systems significantly impacted such as severe performance degradation that is the direct result of a problem with the Seismic software
- Production System at high risk of potential loss or interruption
- Time critical Production cutover is impacted

### *Definition of Support*

Initial Response for Severity 1: Within 2 hours

Either the customer alerts Product Support that this is a production critical impact situation, or a Customer Support Engineer identifies it as such. Severity 1, Production critical issues will be picked up and contact with the customer will occur within two hours of report of the issue. If, after four hours of attempted resolution, the Product Support Engineer has not resolved the issue, the case is escalated to a Product Support Manager. The Product Support Manager will ensure that the production critical request has the required resources to correct the situation and a plan of action has been identified. The Support Engineer will work with the customer to formulate a written plan of action, including communication parameters and resource identification, and provide the customer with a daily written status and next steps until the issue is resolved or an acceptable workaround is found.

Seismic will work around the clock to provide a fix that resolves the Severity 1 case or until an acceptable work around is in place, allowing Seismic to lower the severity level to Severity 2 or lower. If a hot fix related software correction is required to facilitate resolution, Seismic will provide the customer with an action plan for resolution of the development issue. If a hot fix is not warranted for the software correction, the customer will be provided an Action Request tracking number for correction in a later build/release of the software and linked to the Support case.

## **Severity 2 – High**

### *Definition of Situation*

Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.

- Contains an acceptable or feasible work around for a Severity 1 defect
- Development data corruption – data loss or data unavailable due to a Seismic issue
- Development system crash or hanging
- Development system and/or data is at high risk of potential loss or interruption
- Development workaround is required immediately to relieve a business-critical issue
- Development system is inoperative

### *Definition of Support*

Initial Response for Severity 2: Within 4 hours

Either Customer alerts the Customer Support Specialist that this is a high-impact case, or the Customer Support Specialist identifies it as such. High impact issues will be picked up and contact with Customer will occur within four (4) hours of report of the issue. If the Customer Support Specialist has not resolved or found an acceptable workaround after two (2) working days, the Customer Support Specialist will work with Customer to formulate a written plan of action, including communication parameters and resource identification, and provide Customer with written status and next steps as is necessary to the progress of the case until the issue is resolved or an acceptable workaround is found.

If a hot fix related software correction is required to facilitate resolution, Seismic will provide Customer with an action plan for resolution of the development issue. If a hot fix is not warranted for the software correction, Customer will be provided an Action Request tracking number for correction in a later build/release of the software, and the Support case will be closed.



12770 El Camino Real, Suite 300  
San Diego, CA 92130

### **Severity 3 – Medium**

#### *Definition of Situation*

Customer or workgroup performance of job function is largely unaffected.

- Production or development system has encountered a non-critical problem or defect
- An error is produced due to lack of understanding of product functionality or defect

#### *Definition of Support*

Initial Response for Severity 3: Within 8 hours

The Customer Support Specialist will work with Customer to formulate a plan of action. Upon review, should Customer determine that it no longer has bandwidth to address medium impact issue or if the importance of the issue is such that Customer no longer can give it attention, the case will be closed, and a new case opened at such time as Customer is able to work with a Customer Support Specialist.

If a software correction is required to facilitate resolution, the customer will be provided an Action Request tracking number for correction in a later build/release of the software and linked to the Support case.

### **Severity 4 – Low**

#### *Definition of Situation*

Minimal system impact and/or no Customer business impact

- Feature requests
- Non-critical question

#### *Definition of Support*

Initial Response for Severity 4: Within 12 hours

### **Reporting an Issue**

Seismic takes seriously its commitment to quick resolution of Customer issues. In an effort to efficiently review and understand the issue, it is helpful to provide thorough and complete information at the time a support case is opened. Providing the information below will allow Seismic to begin analysis of the problem as soon as it is logged:

- Customer Name (Please be specific if your company holds Seismic licenses under numerous divisions)
- Contact information (Please provide contact information of all who should be copied on case communication.)
- Product Component (Template Designer, Library, Requester, Admin, etc.)
- Level of severity – Severity 1 issues should include an explanation as to the reason for critical handling
- If Partner, who the case is being reported for
- Detailed description of the issue
- Detailed steps to reproduce the problem
- Steps attempted to resolve the problem and results
- Frequency of the issue
- Any files and logs that will allow us to reproduce the problem
- Screen shots or video capture of errors
- Any recent actions or changes to application and/or infrastructure