



## SUPPORT AGREEMENT

This Support Agreement defines the technical support ThinkTank provides to our customers who have licensed the Service pursuant the Master Subscription Services Agreement or similar licensing agreement (the “Agreement”). This Support Agreement is subject to the terms of the Agreement and capitalized terms will have the meaning specified in the Agreement. We reserve the right to change the terms of this Support Agreement in accordance with the Agreement.

We offer technical support to assist you in identifying and correcting documented reproducible defects in the Service that causes the Service not to operate substantially in accordance with the Documentation using industry-standard practices (“Custom Support”). We provide Customer Support as follows:

1. **Tier 1 and 2 Support:** Available online at [success.thinktank.net](http://success.thinktank.net) 24 / 7 / 365, which provides structured and searchable content on troubleshooting, product compatibility, and learning content.
2. **Tier 3 Support:** Available Monday through Friday, 2:00 – 19:00 Eastern Time.
3. **Contacting Support:** You may contact customer support as follows:

Severity Level 3 or 4: Email customer support at [support@thinktank.net](mailto:support@thinktank.net)

Typical response time to email is 3 to 5 hours during normal business hours.

Severity Level 1 or 2: Email customer support at [support@thinktank.net](mailto:support@thinktank.net)

Telephone support may be reached at the following:

US: 303-468-8680 or 1-800-368-6338, option 2

UK/Europe: +44 203 808 5533, option 2

Response time for emergency calls is 1 hour or less inside or outside of business hours

4. **Severity Definitions:** We classify support cases by severity levels (each a “Severity Level”) and respond to each as follows:

<u>Severity Level</u>	<u>Definition</u>	<u>Response Time</u>
Severity 1	The entire Service is not accessible, or is affecting Customer’s other systems in a critical way, or a piece of functionality is not working that creates a Business impact that prevents users from achieving their objective and no workarounds exist.  User should call customer support	Response should be within 1 hour or less 24/7 for phone calls and one hour or less for email during business hours (02:00 ET - 19:00 ET) Monday through Friday

<b>Severity Level</b>	<b>Definition</b>	<b>Response Time</b>
Severity 2	<p>System functionality that was working - is not working as intended, but a workaround exists for the user to achieve their outcomes</p> <p>If the User is unaware of a workaround, the User should call customer support</p> <p>If the workaround is known and is working, issue should be addressed during support hours</p>	Response should be within 1 hour or less 24/7 for phone calls and one hour or less for email during business hours (02:00 ET - 19:00 ET) Monday through Friday
Severity 3	<p>System not working as expected by User/Customer, but issues are minor and outcomes are achievable</p> <p>User should email support</p>	Acknowledgement within 48 hours
Severity 4	<p>The Service does not provide functionality or perform in a way that meets User's new needs or the User requires information about the service</p> <p>User should email support</p>	Acknowledgement within 72 hours

5. **Exclusions:** Customer Support does not include support services for technology, software, hardware or systems other than the Service, such as browser configuration, licensed User device power or functional issues, licensed User or Customer-specific Internet or network issues, or licensed User operating system or third-party application configuration issues. ThinkTank reserves the right to refuse Customer Support or to bill Customer at mutually agreed upon rates in an executed sales order for non-standard support services.
6. **Non-Standard Support:** If Customer makes a non-standard support and/or service request, ThinkTank shall notify Customer that such request is non-standard and communicate to Customer the current applicable rate, and, if Customer executes a sales order, ThinkTank may provide at its sole discretion such non-standard support for the Service at negotiated rates.

*[End of Document]*