Support Information

Contact Liqid Support

How to contact Technical Support
- Web: www.liqid.com/support
- Phone: 303-500-1541 option #2
- Email: Support@liqid.com

If you have a system outage and it is outside Liqid Business hours (M–F 8am–5pm MST) contact support by phone. Phone support will page out the on-call support engineer.

Support Tiers

Standard Support T&C
- Standard SLA's during based on normal Liqid business hours
  » M-F 8am-5pm (MST)
- If an issue is not resolved by 5:00pm MST, work will resume the following business day
- No Holidays
- No after-hour support

Premium Support T&C
- Standard Support + 24x7x365
Liqid Support Severity Definitions

Severity 1
(Sev1) problem is a catastrophic problem that may severely impact the customer’s ability to conduct business.

Severity 2
(Sev2) problem is a high-impact problem in which the customer’s operation is disrupted but there is capability to remain productive and maintain necessary business-level operations.

Severity 3
(Sev3) problem is a medium-to-low impact problem that involves partial loss of non-critical functionality.

Severity 4
(Sev4) will be assigned to general usage questions, recommendations for future product enhancements or modifications.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Supplier Response Requirements</th>
<th>Joint Action Plan</th>
<th>Status Updates</th>
<th>Interim Fix Target*</th>
<th>Resolution Target*</th>
<th>Level of Effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Within 1 Hour</td>
<td></td>
<td></td>
<td>Within 24 hours, fix problem or provide workaround. Work to downgrade to severity 2</td>
<td>Within 24 hours, fix problem or provide workaround. Work to downgrade to Severity 2</td>
<td>7 by 24 continuous effort until interim fix</td>
</tr>
<tr>
<td>2</td>
<td>Within 2 hours M–F 8–5 local time; otherwise next business day</td>
<td>Within 1 business day</td>
<td>Per Action Plan - no less than twice per week</td>
<td>N/A</td>
<td>Provide a solution/fix within an average of 10 days</td>
<td>As agreed, to in action plan or a minimum of M–F local time continuous effort</td>
</tr>
<tr>
<td>3</td>
<td>Within 2 business days</td>
<td>Within 10 business days</td>
<td>Per Action Plan - no less than once per week</td>
<td>N/A</td>
<td>Within an average of 20 days, provide a solution or a statement regarding the disposition of the problem</td>
<td>As agreed, to in action plan or a minimum of M–F local time continuous effort</td>
</tr>
<tr>
<td>4</td>
<td>Engineering reviews and provides response within 30 days of the escalation</td>
<td></td>
<td></td>
<td>N/A</td>
<td>Within an average of 30 days, provide a statement regarding the disposition of the problem</td>
<td>8x5</td>
</tr>
</tbody>
</table>