

LIVETILES SOFTWARE SUPPORT TERMS

The LiveTiles Software Support Terms define the support services between Customer (software licensee) and LiveTiles in regard to purchased software. This agreement applies to technical support and support services provided by LiveTiles for its software products and documentation (collectively “Software”). “Customer” refers to the individual or entity that has an active LiveTiles subscription or maintenance contract as detailed in the Software Purchase Agreement.

Table 1: Software Support Tiers

	Bronze	Silver	Gold	Platinum
Services				
Requests via Online Ticket System Via online forms or E-Mail	✓	✓	✓	✓
Tracking of individual requests via Ticket System 24x7 access to your requests and status	✓	✓	✓	✓
Bug reporting, evaluation/acceptance Our team is ready to evaluate and assist to get your issue resolved	✓	✓	✓	✓
Access to Knowledge base 24x7 Access to our knowledge base	✓	✓	✓	✓
Problem guidance Our experts are focused on helping you with problems you might encounter.	✓	✓	✓	✓
Success guidance and recommendations Our product experts are focused on helping you achieve your business outcomes. We offer answers to all your questions assisting you in achieving the best in class solution for your business		✓	✓	✓
LiveTiles assisted upgrades LiveTiles hosted solutions only		✓	✓	✓
Request new features or suggest modifications to existing product features We welcome your thoughts and ideas for features to expand on LiveTiles offerings. When possible, we will try to accommodate your feature requests.		✓	✓	✓
Organizational power users can track all request in Ticket System Power users can view and track all requests submitted by your organization			✓	✓
Assistance via screen sharing and web meetings Solve specific challenges in one-on-one assisted online sessions			8x5	24x7
Request via phone (in English)			8X5	24x7
Requests via Chat (in English)			8x5	24x7
Designated account and Customer success team Form a direct relationship with our dedicated CSM team. Let us provide you with value propositions, while we assist you in achieve your goals and simultaneously strengthening our relationship			✓	✓
SLA reporting Quarterly or monthly reporting on our response times and SLA achievement				✓
Scheduled service meetings Quarterly on-line service assessment meeting with LiveTiles regional service manager				✓

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	Bronze	Silver	Gold	Platinum
Ticket Processing and SLA's				
Request response times Response times vary based on current ticket loads.	No guaranteed response time	16 hour 8x5 targeted response time on all tickets	See guaranteed response times	See guaranteed response times
Guaranteed 8-hour request response times A guarantee of a two-hour first reply time to English-language inquiries for 90% of normal priority requests. 8x5 = Based on business hours 9am-5pm 24x7 = Global 24-hour service, 7 days a week			8x5	24x7
Guaranteed 2-hour high priority request response times A guarantee of a two-hour first reply time to English-language inquiries for 95% of high priority requests. 8x5 = Based on business hours 9am-5pm in defined local centre (New York, Melbourne, Copenhagen), whichever is closest to the Customer purchasing entity location. Excludes weekends and local state and federal public holidays 24x7 = Global 24-hour service, 7 days a week			8x5	24x7
Preferential ticket processing			✓	✓
Sequential 2-hour updates on high priority requests Our team will provide sequential 2-hour updates on high priority requests, keeping you informed of progress.			✓	✓
LiveTiles Unified Support Extended your support to cover LiveTiles coded and custom configured solutions May require additional scoping and cost.			8x5	8x5
LiveTiles Pro Value Assurance				
Discounted rates on Value Assurance Packages Purchase Value Assurance to leverage the expertise of LiveTiles Professional Services to extend the capability or capacity of your team *Excludes ad-hoc consultancy detailed in Section 11			5%*	7.5%*

1. Who is covered under this agreement?

Any Customer who has a LiveTiles licensed software product and is within their defined support period (see Software Support Period) or has purchased an extended maintenance service and remains in good standing. Software Support entitles the Customer to the defined service levels of Support (see Service Levels).

2. Software Support Period

The length of the Software Support Period is equal to the length of the software subscription term or maintenance contract term and starts on the date defined in the Software Purchase Agreement.

3. Contacting Support

The LiveTiles Software Support Team can be contacted via <https://support.livetiles.nyc>

The support request will be assigned a support ticket (number) that will be used in the communication regarding the support request.

4. Service Level

Service levels are defined by the level ("tier") of support identified in Table 1. Requests can be submitted 24 hours a day, 7 days a week. Response time begins once a ticket is opened and is based upon the published geographic business hours (see Hours of Coverage and Response Time).

5. Hours of Coverage and Response Time

Hours of coverage is defined by Service Level and Customer location. For Customers with Bronze, Silver or Gold Support business hours coverage is 9am-5pm based on the closest local LiveTiles support office to your location

and Customer address on the Software Purchase Agreement. Excludes weekends and local state and federal public holidays. Support office locations for business hours are:

NYC: 9am – 5pm EST

Copenhagen: 9am – 5pm CET

Melbourne: 9am – 5pm AEST

6. Agreement

The software support services are delivered under the General Terms in the LiveTiles End User License Agreement (EULA). By ordering and using the services you agree to these LiveTiles Service Terms. LiveTiles will provide technical support to the extent of the support level (“tier”) selected by the Customer as specified in the Software Purchase Agreement.

7. Criticality of incidents

Service requests are categorized in two levels of criticality:

High: The LiveTiles software is inoperative for most of the users, and no known workaround exists. High is only assigned when a production or “live” environment is found to be significantly inoperative. A workaround or solution will be provided as soon as possible, and the severity level will then be reduced to Normal.

Normal: All other incidents.

8. Software Support Exclusions

A support case may result in a need for consultancy not directly related to the LiveTiles standard product. Such consultancy is not covered by the technical support agreement but can be delivered as ad-hoc Consultancy (see *Section 11*) or Value Assurance (see *section 12*).

Examples of consultancy not covered by LiveTiles Software Support are:

- a) Generic setup and configuration of the standard LiveTiles product (except the initial installation and setup for LiveTiles hosted solutions).
- b) Implementation of new customer specific solutions – including customisations and integrations to the standard product.
- c) Changes and maintenance of customer specific solution outside the standard LiveTiles product.
- d) Debugging of incidents and workarounds of problems that are caused by the Customers own on-prem or Azure hosting infrastructure.
- e) Performance measurement and performance tuning of the Customers LiveTiles solution.

9. Special Conditions

- a) Unless specified in the Software Purchase Agreement all technical support is Level 2 support only and does not cover end-user support.
- b) Incidents are only accepted on the current GA (“generally available) version of the product and the previous two versions.
- c) Support covers the LiveTiles products and configurations but not Customer specific solutions including Customer specific software and integrations.
- d) LiveTiles determines the criticality of an incident based on the description from the Customer.
- e) If the Customer hosts the solution on-premises or in their own Azure environment the debugging and workarounds of problems that are caused by the hosting infrastructure are not covered this agreement and will be delivered as consultancy. A lead time and consultancy fee will apply as specified in Table 2. In critical incidents the Customer can activate our 24/7 on-call infrastructure engineers, the activation fee is specified in Table 3.
- f) All requests must be submitted with reference to a Customer support agreement. If a LiveTiles partner is placing a request on behalf of a Customer, the Service Level (if applicable) will only be guaranteed if the request is sent from the Customers domain.

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- g) The performance of a cloud solution is dependent on the content and structure of the Customer specific implementation and the performance of the Customer’s network, workstations, and browsers. In general, peak performance can only be expected on high speed network connections from the user to the solution, and on new client HW and modern browsers, such as, Chrome and Edge. Performance measurement and performance tuning must be a part of every implementation.
- h) Technical support covers general questions and guidance regarding performance, but not performance measurement and performance tuning. Such consultancy can be delivered as consultancy as agreed, case by case and a lead time and consultancy fee will apply.

10. Fair Use Clause

To prevent misuse, this service includes a fair use clause, that gives LiveTiles the right to increase the Customer’s support level, if the Customer’s use of technical support exceeds the fair use limits for a quarter. The Customer will be notified via email of such increases at least 30 days in advance of the pending increase.

Fair use limits per quarter:

More than 3 high priority requests or more than 20 normal requests require a Gold or Platinum level.

More than 45 requests require a specialist support extension.

If a Customer exceeds the fair use limits in a quarter, the service will be upgraded to the required level from the following quarter. The extra fee will be invoiced pro-rata for the rest of the term.

11. Consultancy Fee

Where a Customer or partner requests support services not covered by this agreement or Software Purchase Agreement a time and materials consultancy fee for handling the service requests will apply at the fees specified in Table 2 and Table 3:

Table 2: Support Consultancy Fees

Professional Services (based on local support office)	Price
Monday - Friday between 9:00 and 17:00	\$ 195 USD per hour
Monday – Friday between 17:00 and 24:00	+50%
Monday – Friday between 24:00 and 09:00, holidays and weekends.	+100%

Table 3: On-call Infrastructure Engineers

On-call Infrastructure Engineers Service (based on local support office)	Price
24/7 On-call Infrastructure Engineers	\$1,800 USD activation fee + hourly rate

12. Value Assurance

A customer may purchase Value Assurance as part of their Support Agreement. Value Assurance consists of a number of consultancy days purchased in advance where the Customer can access the expertise of the Professional Services Team to perform tasks not covered under the Software Support Agreement. The pre-purchased days can be scheduled at the Customer’s request and local Professional Services availability. Value Assurance days must be scheduled in advance and a lead time may apply.

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The Value Assurance days are active from the licence start date indicated in the Software Purchase Agreement for a period of 12 months. Unused Value Assurance days do not roll over to the next year. If the Customer commits to a multi-year term then a new allocation of Value Assurance days will become available each year, upon the anniversary of the licence start date.

The number of Value Assurance days available for the Customer each year will be specified in the Software Purchase Agreement.