

## LIVETILES SOFTWARE SUPPORT TERMS: Website Version

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”).

### LIVETILES SUPPORT TIERS AND CONDITIONS

Silver	Gold	Platinum
<b>ALL THE ANSWERS YOU NEED</b> <ul style="list-style-type: none"> <li>Reach your business objectives by leveraging our expertise to meet your unique requirements and success goals.</li> </ul>	<b>PRIORITY CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>Go beyond Silver to get a guaranteed response time.</li> <li>You can reach support agents via chat and phone and get assistance via screen sharing and web meetings.</li> <li>A dedicated customer success team will stand by to support you.</li> </ul>	<b>24/7 AVAILABILITY</b> <ul style="list-style-type: none"> <li>Choose Premium to receive all our support services and to rest assure that requests are responded to 24/7.</li> <li>Our global team of experts is with you at every stage of your journey, day and night.</li> </ul>
Charged Service	Charged Service	Charged Service

Table 1: Software Support Tiers

	Silver	Gold	Platinum
<b>LiveTiles Product Support</b>			
Requests via customer support portal Our product experts are focused on helping you achieve your business outcomes. We offer answers to all your questions and problems assisting you in achieving the best in class solution for your business.	✓	✓	✓
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	✓	✓	✓
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.	✓	✓	✓

	Silver		
Organizational power users can track all requests in <b>Ticket System</b> 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)			
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 achieving your goals and simultaneously strengthening our relationship		✓	✓
SLA reporting Quarterly or monthly reporting on our response times and SLA achievement			✓
Scheduled service meetings Quarterly online service assessment meeting with LiveTiles regional service manager			✓
<b>Ticket Processing and SLA's</b>			
Request response times Response times vary based on current ticket loads.	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 eight-hour first reply time to English-language inquiries for 90% of normal priority requests. 8x5 = Based on business hours 9am-5pm in defined local centre (New York, Melbourne, Copenhagen, Basel), 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
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	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.		✓	✓
<b>Additional LiveTiles Services</b>			
<b>LiveTiles Unified Support</b> Purchase LiveTiles Unified Support extending your support agreement to also cover LiveTiles coded and custom configured solutions. A guarantee of a eight-hour first reply time to English-language inquiries for 90% of normal priority requests. A guarantee of a two-hour first reply time to English-language inquiries for 95% of high priority requests.		8x5  (Requires	24x7

	Silver	Gold	Platinum
8x5 = Based on business hours 9am-5pm in defined local center (New York, Melbourne, Copenhagen, Basel), 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		(Requires additional scoping and cost)	additional scoping and cost)
<b>LiveTiles Pro Value Assurance</b>			
Discounted rates on Value Assurance Services Purchase Value Assurance to leverage the expertise of LiveTiles Professional Services to extend the capability or capacity of your team		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 or managed 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.livetilesglobal.com>

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 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

**Basel:** 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 inoperable. 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. 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) LiveTiles determines the criticality of an incident based on the description from the Customer.
- d) 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.
- e) 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.
- f) 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.
- g) 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.

## 9. 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 special 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.

## **10. LiveTiles Product Support**

LiveTiles Product Support covers the LiveTiles products and configurations but not Customer specific solutions including Customer specific software and integrations.

LiveTiles Product Support is included in any Silver, Gold, or Platinum tier purchased by the Customer.

## **11. LiveTiles Unified Support**

LiveTiles Unified Support extends LiveTiles Product Support to cover Customer specific solutions developed by LiveTiles.

Included in the LiveTiles Unified Support Fee are any Triage, delivery of Workarounds, and Root cause analysis of issues related to incidents raised on the Customer specific solution(s).

Other work performed for the customer within the scope LiveTiles Unified Support, will be invoiced as consultancy according to time and effort as specified in Table 2.

By creating a ticket regarding a Customer specific solution or any other informal request to the service desk the customer agrees that LiveTiles may carry out work without further request or confirmation by the customer.

Such work is in particular:

- Processing and elimination of incidents
- Maintenance
- Answering questions about the use or administration of the systems

LiveTiles may, at its own discretion, inform the customer and obtain a confirmation if the effort for processing a request is, in LiveTiles opinion, disproportionate.

LiveTiles Unified Support requires additional scoping and cost. LiveTiles Unified Support can be purchased only as an addition to the Gold and Platinum tiers of LiveTiles Product Support.

## **12. 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: Consultancy Fees (USD)*

Professional Services (based on local support office)	Price
Workdays between 9:00 and 17:00	195 USD per hour
Workdays between 17:00 and 24:00	+50%

Workdays between 24:00 and 09:00, Holidays and weekends.	+100%
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*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