

Schedule C Support Agreement (SLA)

The following support agreement between Valstone Corporation, Inc. DBA Documoto (“DOCUMOTO”) and COMPANY, outlines the responsibilities of each party, defines working terminology, and specifies the process of support.

Standard support hours are from 08:00 to 17:00 Mountain Time (GMT-7), Monday through Friday except local holidays. During these hours, a DOCUMOTO support agent is available via the designated support phone number. COMPANY may also submit issues at any time via the provided support email address or through the provided customer support portal.

Global support includes a staffed Technical Support Center (“TSC”) between the hours of 10:00 GMT to 00:00 GMT, Monday through Friday. After hours, the COMPANY may contact the TSC through voicemail or email to be acknowledged the following business day.

DOCUMOTO Commitments

1. Provide support to designated COMPANY contacts.
2. Provide a staffed Technical Support Center (TSC) as a point of contact for collecting the COMPANY's issues (defects, questions, and enhancements).
3. Log/document all issues in a database, and assign a unique control number for each issue, known as the Case Number.
4. Perform a structured problem determination and escalate any unresolved issues to the appropriate individual(s).
5. Diligently provide support and make every effort to resolve all issues in a timely manner.

COMPANY Commitments

1. Maintain a proper onsite environment for accessing the Web Application and Software including the installation of any third party browser add-ins.
2. Provide adequate training to the end-users of the Web Application and Software.
3. Provide first line support and help desk service to COMPANY's end users.
4. Utilize a designated contact to notify DOCUMOTO of an issue via the designated support phone number, leaving a message if necessary with the individual's name, callback number, and issue description, or via the provided support email address or the provided customer support portal. *Using other methods such as directly emailing a DOCUMOTO employee does not constitute notification.*
5. Reference the assigned Case Number in all subsequent communications regarding an issue.

Disaster Recovery

Documoto will maintain disaster recovery procedures. In the event of a major service disruption, Documoto will use commercially reasonable efforts to meet the following targets:

- **RTO (Recovery Time Objective):** The maximum period for which data may be lost in the event of an emergency recovery is dependent on the type of outage and scale of the emergency. In most cases we can recover all data in 5 minutes.
- **RPO (Recovery Point Objective):** For our database, we use Amazon's database service called RDS. Backups are built-in, and we have a 21-day backup termination policy in place. All RDS data is replicated.

Maintenance and Support Terminology and Commitments

In order to make use of the concepts and terms in this commitment, the following definitions are provided below.

- ✓ **Module:** A major grouping of features within the Web Application and Software. Examples: Publishing, Security, Administration, ERP Integration, Shopping Cart, Printing.
- ✓ **Feature:** A distinguishing characteristic or ability of the Web Application and Software, contained within a Module. Examples: Ability to print to a comma separated file, automatic calculation of hot-points during image editing, or editing user group assignments in bulk.
- ✓ **Severity 1 Issue:** System unavailable (must be filed via phone call into the TSC)
 - The Web Application and Software is inoperable.
 - The highest priority is attributed to this issue level.
 - No work can be performed or processing capability is severely limited.
 - Severity 1 issues should be filed via phone, can be filed at any time, and will be responded to regardless of defined support hours.
- ✓ **Severity 2 Issue:** Major issue with a Module or severe performance degradation
 - Use of the Web Application and Software is substantially limited.
 - A Module is inoperable or multiple features are inoperable, and no immediate workaround is apparent.
 - Either processing capability is limited and the problem has significant adverse impact on COMPANY or data is being corrupted and work must be limited to avoid further corruption/loss of data.
- ✓ **Severity 3 Issue:** Feature issue
 - Feature inoperable or not working as documented.
 - Program errors impact COMPANY but do not stop COMPANY from material use of portal, or a workaround is available.
- ✓ **Severity 4 Issue:** Minor Feature or cosmetic issue
 - Issues with Features of a minor or cosmetic nature.
 - COMPANY has questions concerning day-to-day operation of the Web Application and Software, cosmetic problems with the user interface, or errors in documentation.

Service Level Commitments (Production Environment Only)

Issue Severity Level	Technical Support Center (TSC) Hours	TSC Response Time	Documoto Resolution or Workaround Time
Severity 1	24x7x365; Must be phoned into the TSC	4 hours	24 hours
Severity 2	0800-1700 Monday through Friday	8 hours	3 business days
Severity 3	0800-1700 Monday through Friday	3 business days	*Next available patch or release
Severity 4	0800-1700 Monday through Friday	3 business days	*Next available release

*Development of a resolution or workaround is performed at Documoto's discretion.

NOTE: All times are calculated starting when COMPANY files issue with DOCUMOTO using one of the methods outlined in this table.