



Support Agreement

The Licensee agrees that this Support Agreement shall govern the delivery of any support and maintenance services by Rampiva listed on a quote or other document (“Order”), entered into pursuant to the Rampiva End User License Agreement, or other contract between the Licensee and Rampiva (“Contract”) to which this Transfer is attached and made a part thereof.

- 1.1 Rampiva will provide technical support during the Term of the Agreement.
- 1.2 Technical support is provided through (a) the Rampiva Support portal <https://support.rampiva.com> and (b) email at support@rampiva.com. Support business hours and days are from 9 AM to 8 PM Eastern Time, Monday through Friday, except for observed holidays in the Province of Ontario, Canada.
- 1.3 Rampiva will attempt to address defects in the Product in accordance with the assigned severity level:
 - 1.3.1 Severity Level 1 - Complete loss of all service of the Product and the situation is an emergency. Rampiva will acknowledge within 4 business hours from the time the defect was logged with Rampiva and shall target defect remediation and/or provide a tentative workaround within 1 business day of notification of the problem.
 - 1.3.2 Severity Level 2 - Severe loss of service of the Product however, operation can continue. Rampiva will acknowledge within 1 business day from the time the defect was logged with Rampiva and shall target defect remediation and/or provide a tentative workaround within 3 business days.
 - 1.3.3 Severity Level 3 - A minor loss of service of the Product, the impact is an inconvenience. Rampiva will acknowledge within 1 business day from the time the defect was logged with Rampiva and shall target defect remediation and/or provide a tentative workaround in the next release of the software or within 2 months.
 - 1.3.4 Severity Level 4 - No loss of service of the Product; the result is a minor error, incorrect behaviour, or a documentation issue. Rampiva will acknowledge within 2 business days from the time the defect was logged with Rampiva and Rampiva shall use reasonable efforts to remedy defects and/or provide a workaround in the next release.
- 1.4 Rampiva does not guarantee a fix during the acknowledgement time or the target remediation time.
- 1.5 Updates and fix notifications are available on the Rampiva Product webpage and are also displayed in the Product at start-up, if this option was activated at the time of operation of the Product and if the environment in which the Product is deployed permits access to the Internet to the Rampiva update servers. Licensees agree to check these sources for Updates and fixes.
- 1.6 Rampiva will provide supports status updates when requested by the Licensee.
- 1.7 Exclusion to Support Services
 - 1.7.1 Rampiva limits support of the Product to the latest Major Release and its latest Minor Release. The Licensee agrees to apply any such Updates to the supported Product, within a reasonable time after they become available and the Licensee had an opportunity to test them.
 - 1.7.2 When used in conjunction with third-party software products, from either Rampiva or other providers, the Product might not support all features documented or might not perform as

advertised in the documentation when used in conjunction with versions of the third-party software other than the latest supported release. Rampiva, at its own discretion, may support these deployment configurations.

- 1.7.3 This Agreement does not include services where the Licensee requests custom development, consulting or professional services. Furthermore, examples of maintenance and Support services not covered by this Agreement include:
- i. Administrator or end-user training;
 - ii. Support related to third-party software, including without limitation, Microsoft Windows, Nuix Workstation, or kCura Relativity;
 - iii. Environment configuration;
 - iv. Troubleshooting data-specific issues not directly related to the Product; or
 - v. On-site support.
- 1.7.4 Fees for Excluded Services, as described by this Agreement, shall be determined on a case-by-case basis by Rampiva and mutually agreed upon Statement of Work.