



Standard Software Support Terms

These Standard Software Support Terms (these “Terms”) shall govern the delivery of any support and maintenance services by Rampiva Global, LLC (together with its affiliated entities, “Rampiva”) to licensees (each, a “Licensee”) in connection with the licensed products (the “Licensed Products”) identified on the Purchase Agreement, invoice, quote or other document to which these Terms are attached or made a part thereof, entered into pursuant to the Rampiva End User License Agreement, or other contract between the Licensee and Rampiva (the “Contract”).

1 Scope

- 1.1 Subject to these Terms and the Contract, and conditioned on Licensee’s compliance therewith, Rampiva will provide support services to Licensee as set forth in these terms (the "Support Services") during the applicable term of Licensee’s license of the Licensed Products.
- 1.2 Technical support is provided only 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 State of Arizona, United States.
- 1.3 During the Term, Rampiva will use commercially reasonable efforts to address service issues relating to the Licensed Products reported by Licensee, in accordance with the following severity levels as determined by Rampiva:
 - 1.3.1 Severity Level 1 - Complete loss of all service of the Licensed Products and the situation is an emergency. Rampiva will acknowledge within 4 business hours from the time the service issue was logged with Rampiva and shall use commercially reasonable efforts to target remediation and/or provide a tentative workaround within 1 business day of notification of the service issue.
 - 1.3.2 Severity Level 2 - Severe loss of service of the Licensed Products, however operation can continue. Rampiva will acknowledge within 1 business day from the time the service issue was logged with Rampiva and shall use commercially reasonable efforts 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 Licensed Products, the impact is an inconvenience. Rampiva will acknowledge within 1 business day from the time the service issue was logged with Rampiva and shall use commercially reasonable efforts to target remediation and/or provide a tentative workaround in the next release of the software or within 2 months, whichever is earlier.
 - 1.3.4 Severity Level 4 - No loss of service of the Licensed Products; the result is a minor error, incorrect behavior, or a documentation issue. Rampiva will acknowledge within 2 business days from the time the service issue was logged with Rampiva and Rampiva shall use commercially reasonable efforts to remedy defects and/or provide a workaround in the next release.
- 1.4 Rampiva may, in its sole discretion, change any aspect of the Support Services or their performance without prior notice to Licensee.
- 1.5 At all times Licensee's information will be treated in accordance with Rampiva’s Privacy Policy, as amended from time to time.

- 2 Limitations. Rampiva does not guarantee resolution of a service issue, whether during the

acknowledgement time, the target remediation time or otherwise. Rampiva is not responsible or liable for any delay or failure of performance caused in whole or in part by any delay or failure to perform any of Licensee's obligations under the Contract or these Terms. Rampiva may, in its discretion, perform any of the Support Services by or through third party subcontractors.

3 Updates. Product updates and fix notifications are available on the Rampiva Product webpage and are also displayed in the Licensed Product at start-up, if this option was activated at the time of operation of the Licensed Product and if the environment in which the Licensed Product is deployed permits access to the Internet to the Rampiva update servers. Licensee agree to check these sources for updates and fixes.

4 Support Status. Rampiva will use commercially reasonable efforts to provide support status updates when requested by the Licensee.

5 Exclusion to Support Services

5.1 Rampiva limits Support Services of each Licensed Product to the associated latest major release and its latest minor release. The Licensee agrees to promptly apply any such updates to the supported Licensed Product within a reasonable time after such updates become available.

5.2 When used in conjunction with third-party software products, whether from Rampiva or other providers, the Licensed Products (i) might not support all features documented, or (ii) might not perform as advertised in the documentation, including (but not limited to circumstances where Licensed Products are used in conjunction with versions of such third-party software other than the latest supported release). Rampiva, at its own discretion, may (but is not obligated to) support these deployment configurations.

5.3 Rampiva and its affiliates shall have no obligation in respect of Licensee's or any third party's negligence, abuse, misapplication, or misuse of the Licensed Products, including any use of the License Products other than as specified in the applicable user manuals, handbooks, installation guides and relating documentation therefor (or otherwise authorized by Rampiva in writing).

5.4 The Support Services do not include custom development, consulting or professional services ("Excluded Services"). Examples of maintenance and Support Services not covered by these Terms include (but are not limited to):

- 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 Licensed Product; or
- v. On-site support.

5.5 Rampiva may on case-by-case basis, at its own discretion, agree to provide certain services that would constitute Excluded Services hereunder. In such event, Rampiva reserves the right to charge additional fees for such Excluded Services. The scope of such services, the fees and payment terms therefore shall be determined on a case-by-case basis by Rampiva and set forth in a mutually agreed upon Statement of Work duly executed by an authorized representative of Rampiva and Licensee.

6 Amendments and Modifications. Rampiva reserves the right to change these Terms from time to

time without prior notice. If these Terms change, the updated Terms will be made available at <https://rampiva.com/legal/support>. Please check these Terms frequently. Your continued use of the Licensed Products constitutes acceptance of such changes in the Terms.

- 7 Governing Law. These Terms shall be governed by the laws of the State of Delaware, United States, without giving effect to any choice or conflict of law provision or rule (whether of the State of Delaware or any other jurisdiction).