

## Support Policy

Crossbeam offers Support for the Service provided to Customer under the Agreement in accordance with the following terms:

- A. **Support Channels.** Crossbeam offers Support for the Service via the following channels:
- Email Support:** Customer may report software bugs/defects, errors or abnormal behavior of the Service (“Incidents”) to Crossbeam’s Support personal via email.
  - Online Knowledge Base:** Customer may also visit Crossbeam’s online knowledge base to view advice from Crossbeam, answers to frequently asked questions about the Service and other information.
- B. **Support Hours.** Crossbeam provides Support during the hours specified in the table below.

<u>Channel</u>	<u>Contact Address</u>	<u>Support Hours</u>
Email Support	<a href="mailto:support@crossbeam.com/">support@crossbeam.com/</a>	9am - 6pm EST
Online Knowledge Base	<a href="https://help.crossbeam.com/">https://help.crossbeam.com/</a>	24 hours a day

- C. **Incident Submission.** In order for Crossbeam to respond to email Support requests, Customer must provide information and cooperation to Crossbeam as reasonably required. This includes, without limitation, providing the following information to Crossbeam regarding the Incident:
- Aspects of the Service that are unavailable or not functioning correctly, including relevant screenshots
  - Incident’s impact on users or business processes
  - Start time of Incident
  - List of steps to reproduce Incident
  - Relevant log files or data
  - Wording of any error message
  - Incident ID# (when specified by Crossbeam)
- D. **Incident Response.**
- Crossbeam’s Support personnel will first attempt to verify the Incident using the Service.
  - Then, Crossbeam’s Support personnel will assign a priority level (“**Priority Level**”) to each Incident.
  - Working within the Support Hours specified above, Crossbeam will seek to provide a response to each Incident in accordance with the Target Response Times specified in the table below.

<u>Priority Level</u>	<u>Description</u>	<u>Target Response Times</u>
Priority 1	Operation of the Service is critically affected (not responding to requests or serving content) for a large number of users; no workaround available.	4 Business Hours
Priority 2	Service is responding and functional but performance is degraded, and/or Incident has potentially severe impact on operation of the Service for multiple users.	6 Business Hours
Priority 3	Non-critical issue; no significant impact on performance of the Service but user experience may be affected.	2 Business Days

- E. **Exclusions.** Crossbeam will have no obligation to provide Support to the extent an Incident arises from: (a) misuse or unauthorized modifications to the Service, (b) Third-Party Platforms or other third-party systems, (c) Trials and Betas or other free or evaluation use or (d) Technical Services deliverables.