

## A. Userlane Support & Services Overview

| Support, SLA & Customer Success Overview  | Standard | Priority |
|---|----------|----------|
| <p><b>Standard Support</b></p> <p>See below for additional details. Includes 24x7 service availability monitoring, online ticket support, and unlimited included incidents.</p>   | ✓        | ✓        |
| <p><b>SLA and Priority Queue</b></p> <p>Includes all Standard Support features, as well as priority queue, application uptime SLA, and support response times SLA.</p>  |          | ✓        |
| <p><b>Dedicated Customer Success Manager</b></p> <p>Userlane customers can receive ad hoc Customer Success Management services. Priority customers will receive an individually assigned CSM and additional services.</p> |          | ✓        |

| Support                             | Standard | Priority |
|-------------------------------------|----------|----------|
| 24x7 Service Uptime Monitoring      | ✓        | ✓        |
| Online Ticket Support               | ✓        | ✓        |
| Email Support                       | ✓        | ✓        |
| 1:1 Phone and Webmeeting Assistance |          | ✓        |
| High-Priority Queue                 |          | ✓        |
| Priority Support Response Time SLA  |          | ✓        |

**B. Support Response Times SLA**

**1. Standard-level Support:** For all support issues relating to Userlane Production Tenants, Userlane will make efforts to respond promptly to all tickets submitted through Userlane’s designated support channel, in any event within two (2) Business Days after receipt.

**2. Priority-level Support:**  
Userlane will provide the following technical support response commitment for all Production Tenants: Response Commitment is the maximum time within which Userlane will respond (via Userlane’s Support Channels) to each support issue reported by Customer during business hours.

| Incident level  | Response Commitment |
|---|---------------------|
| <b>Severity Level 0 (Service Unavailability)</b><br>Customer experiences complete loss of Service   | Sixty (60) minutes  |
| <b>Severity Level 1 (Severe Issues)</b><br>Customer experiences a severe defect or configuration issue with the Service that materially impacts Customer’s business in a negative way relating to issues that don’t qualify as Severity Level 0 | Two (2) hours       |
| <b>Severity Level 2 (Delayed Performance)</b><br>Customer experiences transactional and operational slowness in the Service relating to issues that don’t qualify as Severity Level 0 or 1  | Eight (8) hours     |
| <b>Severity Level 3 (Routine Requests)</b><br>Routine Service support requests relating to issues that don’t qualify as Severity Level 0, 1 or 2.   | Two (2) days        |

*Assignment of Severity Levels:* Userlane will determine the Severity Level assigned to each support issue in its reasonable discretion, but taking into consideration the Severity Level input by Customer.

**3. Remedies for Breach of Response Time Commitments** If Userlane fails to meet the response time commitments above, Customer’s exclusive remedy and Userlane’s sole obligation will be: (a) for Userlane to make efforts to respond promptly after Customer notifies Userlane that it failed to meet the relevant response time commitment; and (b) if Userlane fails to meet the relevant response time commitments three (3) times during a calendar quarter, for Customer to terminate the applicable Order Form and receive a refund, on a pro rata basis, of any Fees paid for the Production Tenant(s) that are unused as of the termination effective date.

- 4. Customer duties:** Issues regarding customization or regarding the functionality of specific guides may require Customer to complete a network assessment, and/or give Userlane access to Customer's network, in order to diagnose the issue.

## C. Application Uptime

### 1. Uptime Commitment



The Quarterly Uptime Percentage for the Service will be ninety-nine and fifty percent (99.5%) (the "Uptime Commitment"). Subject to the exclusions below, "Quarterly Uptime Percentage" is calculated by subtracting from 100% the percentage of 1-minute periods during any quarterly billing cycle (i.e., 3 calendar months) in which Customer's Production Tenant(s) is(are) unavailable out of the total number of minutes in that quarterly billing cycle. "Unavailable" and "Unavailability" mean that, in any 1-minute period, all connection requests received by Customer's Production Tenant(s) failed to process (each a "Failed Connection"); provided, however, that no Failed Connection will be counted as a part of more than one such 1-minute period (e.g. a Failed Connection will not be counted for the period 12:00:00-12:00:59 and the period 12:00:30-12:01:29). The Quarterly Uptime Percentage will be measured based on the industry standard monitoring tools Userlane uses.

### 2. Exclusions from Quarterly Uptime Percentage

Notwithstanding anything to the contrary in this exhibit, any Service Unavailability issues resulting from any of the following will be excluded from the calculation of Quarterly Uptime Percentage:

- 2.1. regularly scheduled maintenance of the Service that does not exceed six (6) hours per 3-month period and is communicated by Userlane at least twenty-four (24) hours in advance via Userlane's Normal Support Channels.
- 2.2. any failures of the Userlane Standard and Custom Reporting Services
- 2.3. any problems not caused by Userlane that result from (a) computing or networking hardware, (b) other equipment or software under Customer's control, (c) the Internet, or (d) other issues with electronic communications;
- 2.4. Userlane's suspension or termination of the Service in accordance with the Agreement and/or its associated Order Form;
- 2.5. software that has been subject to unauthorized modification by Customer;
- 2.6. negligent or intentional misuse of the Service by Customer; or
- 2.7. "Beta" or "limited availability" products, features and functions identified as such by Userlane.

## C. Scope of Userlane Support & Success Services

 Included in Fee | 
  Self - Service / Additional Fees apply

| Consulting & Professional Services   | Standard | Premium |
|--|----------|---------|
| <b>Improvement Sessions</b><br>1x per 2 months 30-minute sessions on improving userlanes   | ✓        | ✓       |
| <b>Priority Improvement Sessions</b><br>2x per month 30-minute improvement sessions about best practices & storyboard structure                  |          | ✓       |
| <b>Quarterly business reviews</b><br>Quarterly web meetings discussing goals, analytics and next steps towards success                           |          | ✓       |
| <b>Bi-monthly Onboarding &amp; Training Session</b><br>Extra 60 min web training session for new editor users every two months                   |          | ✓       |
| <b>API &amp; Advanced Integration Sessions</b><br>Consulting on how to modify sample code to meet specific use cases                             | \$       | \$      |
| <b>Guide-Building Services</b><br>Remote Guide-Building Services by our UX-Consulting Team   | \$       | \$      |
| <b>Onsite Guide-Building Workshop</b><br>Onsite (EU)<br>Topics: How to build effective userlanes   | \$       | \$      |
| <b>Onsite Consulting Workshop</b><br>Onsite (EU)<br>Topics: How to build a storyboard, structure chapters and userlanes and add learning effects | \$       | \$      |

| Feature Request & Issue Tracking   | Standard | Premium |
|--|----------|---------|
| General feature / functionality information & feedback                             | ✓        | ✓       |
| Provide updates on the status of any previously filed feature request or issue/bug | ✓        | ✓       |
| Submission of issues/bugs into the Engineering tracking system                     | ✓        | ✓       |
| Submission of feature requests into the Product Management tracking system         | ✓        | ✓       |
| Prioritized feature development requests   |          | ✓       |
| Individual new feature demos with Q&A session and implementation guidance          |          | ✓       |

| Reporting & Analytics  | Standard | Premium |
|--|----------|---------|
| Key analytics available in the Dashboard                           | ✓        | ✓       |
| Custom Report<br>Monthly reporting based in PDF format             |          | \$      |
| Data Export<br>Exporting usage data and reports in a custom format |          | \$      |