

## SUPPORT ADDENDUM

1. HYCU shall provide as part of Support Services, during the Subscription Term, assistance in the English language, by telephone, or other electronic means available by HYCU, to answer urgent and immediate questions, in the mode (business hours, 24 hours per day) and duration as stated in the Invoice.
2. All telephone assistance shall be given only to two (2) named employees of Customer with sufficient knowledge of the Software ("**Designated Customer Contacts**"); Customer shall inform HYCU of such Designated Customer Contacts with full names followed by the title, telephone number and e-mail address (maximum of two are included without additional costs) in writing (by post or via e-mail). Customer may change such Designated Customer Contacts from time to time by written notice to HYCU. HYCU shall not be required to deal with any person other than the Designated Customer Contacts. Additional Designated Customer Contacts can be purchased at mutually agreed additional payment per each additional contact person.
3. All additional assistance provided by HYCU to Customer, including, but not limited to, on-site implementation, training, custom programming, data conversion and consulting shall be charged at HYCU's then-current standard consulting rates.
4. HYCU shall use commercially reasonable efforts to remedy any Error (as defined below) in the Software reported in writing by Customer in accordance with the severity levels set forth below:
  - i) "**Error**" shall mean a material failure of the Software to conform to its functional specifications as described in the applicable Documentation, which failure is demonstrable in the environment for which the Software was designed and causes it to be inoperable, to operate improperly in the environment for which it was designed or produces results different from those described in the applicable Documentation. The specific severity levels are set forth below; HYCU shall determine the severity level of reported Errors. HYCU shall respond within the times according to the severity level and this response will inform Customer of the identity of the HYCU personnel assigned and of the action plan to seek resolution. HYCU will, in addition, provide regular status updates. Failure resulting from Customer's negligence or improper use of the Software, modifications or damages to the Software by Customer, and Customer's use of the Software on a platform or with an operating system other than the designated platform in the Documentation or in combination with any third-party software not envisaged by HYCU, are not considered Errors except as reasonably contemplated by the parties.
  - ii) "**Severity 1 Error**": The Software materially fails to conform to the functional specifications set forth in Documentation and Customer is unable to proceed without a fix to the problem or a work-around solution provided by HYCU (no functionality, e.g., system down problems). Severity 1 Errors shall be directly reported to HYCU by telephone and email at numbers and addresses provided by HYCU. HYCU will initially respond to Customer within two (2) hours of receipt of the Severity 1 Error by HYCU.
  - iii) "**Severity 2 Error**": The Software contains major functional problems against the Documentation, which Customer is able to work around but the Software can only be used to a limited degree (partial or limited functionality). Severity 2 category Errors shall be directly reported to HYCU by telephone and e-mail. HYCU will initially respond to Customer within eight (8) hours of receipt of the Severity 2 program error by HYCU.
  - iv) "**Severity 3 Error**": Software or Documentation contains incorrect logic, incorrect descriptions, or functional problems, which Customer is able to work around, or where a temporary correction has been implemented (fully functional but needs improvement). HYCU will initially respond to Customer

within one business day of receipt of the Severity 3 program error by HYCU. HYCU shall have the right to prioritize Severity 3 Errors and include corrections for such Errors in future releases at its sole discretion.