



TECHNICAL SUPPORT SERVICE LEVEL AGREEMENT

SCHEDULE COMMITMENTS

• TECHNICAL ASSISTANCE

Cohere shall provide technical assistance to Customer. Technical assistance shall include but shall not be limited to, web and electronic messaging access (including via email at support@cohere.com). Access shall include, but not be limited to, problem solving, bug reporting, documentation clarification, and technical guidance twenty-four (24) hours a day, seven (7) days a week, 365 days a year.

Before contacting Cohere, Customer support specialists, in combination with Customer's technical team, will work to resolve the problem if not clearly related to a defect in the Cohere Technology. Such efforts will include: (a) a technical analyst attempting to resolve the issue based on personal knowledge or investigation through information repositories; (b) installation, basic configuration, basic usage support, ongoing maintenance, and problem isolation; and (c) diagnostic investigation to define, isolate, and resolve problem performed by Customer's technical team responsible for Cohere integration. If unable to solve a problem, Customer's technical team will deliver problems in a mutually agreed upon format to Cohere's support and technical organization(s) to recreate the problem for study and resolution. Customer will assign the problem a Service Request Severity Level, as defined below.

Once Customer has contacted Cohere with a potential technical support issue, Cohere will respond and resolve the problem within the applicable time frame specified below. If Cohere's support organization is unable to provide an acceptable resolution, Cohere's support organization will route the issue to the appropriate department within Cohere's technical organization for resolution. Cohere shall be responsible for fixing bugs, testing fixes, and delivering appropriate Updates of the Cohere Technology to Customer. Bug fixes shall be delivered to Customer's technical team, unless Customer notifies Cohere otherwise. If, after Cohere's investigation of a technical support issue, Cohere determines that resolution of the issue requires assistance from Customer, Customer will provide technical support to Cohere for issues that are related to the underlying hardware or network environment of Customer or any other infrastructure or software layer provided by Customer.

• SERVICE REQUEST SEVERITY LEVELS

Severity 1

Critical Business Impact

Customer's work is stopped or so severely impacted that the Customer cannot reasonably continue to work, the operation is mission critical to the business, and the situation is an emergency. Customer will provide 1 technical support to the Customer and use commercially reasonable efforts to resolve in accordance with Customer's standard support policies. If Customer's technical team finds it necessary to contact Cohere by phone or electronic messaging, Cohere shall respond within two (2) hours to a Severity Level 1 Service Request or bug. Customer shall provide Cohere with reasonable assistance until such a fix or acceptable workaround is provided. Cohere shall use best commercially reasonable efforts to provide a fix or acceptable workaround that Customer may deliver to the Customer within twenty-four (24) hours of the request from Customer's technical team.

Severity 2

Severe Business Impact

Customer's work is continuing (not stopped); however, there is severe impact on the Customer's productivity and/or service levels. No acceptable workaround is available; however, operation can continue in a restricted fashion. Customer will provide technical support to the Customer and use commercially reasonable efforts to resolve in accordance with Customer's standard support policies. If Customer's technical team finds it necessary to contact Cohere by telephone or electronic messaging, Cohere shall respond within twelve (12) hours to a Severity Level 2 Service Request or bug. Cohere shall use best commercially reasonable efforts to provide a fix or acceptable workaround that Customer's technical team may deliver to the Customer within

three (3) days of the request from Customer's technical team.

Severity 3

Minor Business Impact

Customer's work experiences a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality. If Customer's technical team finds it necessary to contact Cohere by phone or electronic messaging, Cohere shall respond within twenty-four (24) hours to a Severity Level 3 Service Request or bug. Cohere shall use best commercially reasonable efforts to provide a fix or acceptable workaround which Customer's technical team may deliver to the Customer within seven (7) days of the request from Customer's technical team. Cohere's technical support to be provided includes advice on the functionality, debugging, and troubleshooting.

● **ESCALATION PROCESS**

Cohere will provide Customer with contact information for a Cohere senior support manager so that Customer can escalate any customer or technical reported issues that require senior management attention from Cohere, or if Cohere does not respond to a support request within the stated response time.

● **DOCUMENTATION**

For all Cohere Technology, Cohere shall supply system level and user level Documentation to the applicable Customer technical team for distribution to Customer's support centers. New versions of this documentation shall be supplied in a timely manner as they become available, but no later than Cohere's first shipment of beta release of the applicable Cohere Technology to any other Cohere licensee.

● **PRODUCT TECHNICAL SUPPORT UPDATES**

Cohere shall provide to Customer all Updates of the Cohere Technology, which shall include, without limitation:

Patches and bug fixes: These shall be defined as program bugs or enhancements that are fixed, ported, and tested on all supported platforms by Cohere between normal program releases on an as-needed basis. Cohere shall make these patches and bug fixes available for additional testing by Customer, if requested.

General maintenance releases: These shall be defined as a group of program bug fixes, patches, or enhancements that have a scheduled release date and are tested by Cohere before they are provided to Customer. Cohere shall make these releases available for additional testing by Customer, if requested.

Functional releases: These shall be defined as releases that add new functionality to the program and are tested by Cohere before they are provided to Customer. Cohere shall make these releases available for additional testing by Customer, if requested.

All Updates of the Cohere Technology provided by Cohere shall be backwardly compatible to all applicable prior Cohere Technology.