

Sisense Support Services Terms and Conditions

This Schedule sets forth the support services (“Support Services”) to be performed by Sisense (“Licensor”) for the licensees (whether direct licensees, OEM’s, or other license purchasers) (as relevant, such parties are referred to as “Licensee”) who purchased a license under a license agreement with Licensor (the “License Agreement”) and who are entitled to receive Support Services under the License Agreement.

1. **Definitions.** For the purposes of this Schedule, the following definitions shall apply to the respective capitalized terms. All capitalized terms used herein but not otherwise defined shall bear the meaning ascribed to them in the License Agreement.
 - 1.1. **“Current Version”** means the Version of Software most recently released for general availability.
 - 1.2. **“Failure”** means a reproducible condition in the Software which causes the Software or any material part thereof, to cease to operate or materially fail to function in accordance with the Documentation.
 - 1.3. **“Operating Environment”** means a combination of hardware, operating system and other relevant software other than the Software, described in the Documentation as required for operating the Software.
 - 1.4. **“Previous Sequential Version”** means the Version of Software which has been replaced by the Current Version.
 - 1.5. **“Response Time”** means the interval between a Contact and the initial response by Licensor.
 - 1.6. **“Service Hours”** means Monday to Friday (Sunday to Thursday for countries observing those days as the standard work week), 9:00 to 18:00 local time at the Licensee’s supported location of installation of the Software in accordance with Section 2.6.
 - 1.7. **“Software”** means the Software licensed to Licensee by Licensor.
 - 1.8. **“Support Term”** means the term of the License Agreement as defined therein.
 - 1.9. **“Technical Support Contact”** means a Licensee employee (or independent contractor retained by Licensee) who is designated by Licensee as a point of contact to communicate with Licensor concerning Support Services. Technical Support Contacts shall be knowledgeable in the use of the Software and Licensee’s Operating Environment. Licensee may designate up to three (3) Technical Support Contacts at any one time.
 - 1.10. **“Update”** means all published revisions and corrections to the printed documentation and corrections and new releases of the Software which are generally made available to Licensor’s licensees and which are designated by Licensor by a number on the right of the decimal point (e.g. Release 6.X). Updates shall not include any new Versions or optional modules or future products that Licensor licenses separately.
 - 1.11. **“Version”** means a release of the Software which contains substantial and significant enhancements, or other substantial changes in functionality or performance as compared to the previous version (if any), which is designated by Licensor by a number on the left of the decimal point (e.g. Release X.0). Versions shall not include optional modules or future products that Licensor licenses separately.
 - 1.12. **“Workaround”** means a method for achieving a task or goal when the usual or planned method isn’t working.

2. **Support Services**

2.1. Customer Success Manager. Each Licensee will be assigned a Customer Success Manager, whose services will be provided at no additional cost to Licensee. The Customer Success Manager’s primary responsibility is to assist Licensee with the information, resources and guidance required in order to help Licensee to use and benefit from the Software. The Customer Success Manager will serve as Licensee’s primary point of contact and escalation; the Customer Success Manager’s responsibilities include but are not limited to:

- Consulting on deployment matters and strategies
- Consulting on feature usage
- Delivering product updates
- Managing issues reported by Licensee’s Technical Support Contacts as provided in Section 2.4.

Licensor reserves the right to change Licensee’s designated Customer Success Manager at any time as Licensor deems fit. However, at no time will the Licensee be without a designated Customer Success Manager.

2.2. Standard Support Services. Standard Support Services shall be provided at no charge additional to the license fees payable under the applicable Sales Order and shall include:

- Sisense forum and community access
- Invitations to Sisense customer events held from time to time
- Access to Documentation and User Guides
- Training Webinars
- Service requests submitted electronically in accordance with Section 2.4 hereof.
- Access to a designated Customer Success Manager, as a primary point of contact for customer interactions and requests.

Licensor shall use commercially reasonable efforts to comply with the following Response Times:

Severity	Response time
Critical	4 Service Hours
Major	8 Service Hours
Minor/Medium	12 Service Hours

2.3. Severity. When reporting a Failure, Licensee’s Technical Support Contact shall indicate the severity according to the following definitions:

Severity	Failure Description
<u>Critical</u>	a Failure that renders the Software inoperative in production and no Workaround is available

Severity	Failure Description
<u>Major</u>	a Failure that significantly degrades performance of the Software or a major component thereof or materially restricts Licensee’s use of the Software
<u>Medium</u>	a Failure that impairs functionality of some components of the Software but allows the users to continue using the Software
<u>Minor</u>	a Failure that is cosmetic or does not materially impair operation of the Software. Questions, requests for help or requests for enhancements or product development should be opened as Minor

- 2.4. Contacts. Licensor shall respond to service request submissions (“Contacts”) made by Technical Support Contacts only via the website <http://support.sisense.com> or through such other electronic communications as Licensor shall direct from time to time.
- 2.5. Resolution. Licensor will use commercially reasonable efforts to resolve each significant Failure by providing either: a reasonable Workaround, a software update, or a specific action plan for how Licensor will address the Failure and an estimate of how long it will take to rectify the defect. Notwithstanding the foregoing, Licensor has no obligation to perform services in connection with Failures which occur in the Software Version which is not the Current Version or, if such Failure is reported within one (1) year of the general availability of the Current Version, the Previous Sequential Version.
- 2.6. Exclusions. The Support Services shall not include, and Licensor shall not be responsible for or liable to correct any Failure caused by: (i) Licensee's failure to use the Software or any part thereof in accordance with the Documentation; (ii) the modification, alteration or maintenance of the Software by any person other than Licensor; (iii) negligence, misuse, abuse or mishandling of the Software by Licensee or any third party; (iv) inappropriate environmental conditions (such as power and air-conditioning failures) or failure of Licensee to maintain the Operating Environment set out in the Documentation; or (v) Licensee's failure to incorporate any Update provided by Licensor to Licensee as set forth herein or use of a Previous Sequential Version more than one (1) year after general availability of the current version release. Support Services shall further exclude consulting as it pertains to conversions/upgrades of Licensee’s Operating Environment or customized software enhancements requested by Licensee. For licenses granted under an OEM License Agreement (granting the right to the Licensee to license the Software bundled with Licensee’s software to Licensee’s end customers) or for installation in multiple locations or instances, Support Services shall be provided for a single implementation of the Software on Licensee’s premises (the “Gold Copy”). Any Failure reported to Licensor must first be replicated by Licensee in the Gold Copy and resolutions will be provided for the Gold Copy only.
- 2.7. Remote Access. The Software includes the Remote Support Analysis Module which automatically connects Licensee’s computer to Licensor’s server to verify successful installation of the Software and its updates. Through operation of the Remote Support Analysis Module, Licensor obtains: (i) non-personally identifiable information, such as manner, consistency, duration, usage pattern, statistics, memory, bandwidth and other information identifying the ways in which Licensee uses the Software; (ii) metadata such as logs, how many requests Licensee issued, commonly used data sources, size of Licensee

database, modules used, etc. and (iii) the login ID (including email address) for the Licensee representative who licensed the Software. In order to further facilitate troubleshooting of support issues, the Remote Support Analysis Module includes a feature to trace activity to specific user logins. The Remote Support Analysis Module (or the activity tracing feature) can be disabled as part of the Software configuration at Licensee's sole control and discretion. If the Remote Support Analysis Module is disabled, Licensee acknowledges that Licensor's ability to provide the Support Services may be impaired.

- 2.8. Updates and Versions. Licensee is entitled to all Updates and Versions if and when made generally available during the Support Term.
3. Other Services. Professional services, including but not limited to, building dashboards, creating specific visualizations and extensions, custom training, and other consulting shall be subject to Licensor's Professional Services Terms and Conditions and execution of a Sales Order and/or Statement of Work documenting the scope, fee and terms of and for such Professional Services, and are not included in Support Services. Onboarding Services as referenced in the License Agreement and addressed on the Sales Order, are provided in accordance with the License Agreement and are not included in Support Services.