

Enterprise Elite Service
Terms and Conditions

The following is a description of the Enterprise Elite Service (the “Service”) to be provided 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 have also purchased the Service for application to the purchased licenses. The Service supplements and enhances the standard Support Services provided as set forth in the License Agreement. To the extent of any conflict between this document and the License Agreement or the Sisense Support Services Terms and Conditions incorporated therein (the “Standard Support Terms”), this Schedule shall prevail.

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 or the Standard Support Terms.

1.1. **“Service Hours”** means the following:

Severity:	For Licensees Based in:	Service Hours
Critical	All Regions	24/7/365
Major, Medium and Minor	The Americas	Monday through Friday, 9:00 am to 9:00 pm Eastern Time, not including national holidays in the United States
	Europe, the Middle East and Africa	Monday through Friday, 9:00 am to 6:00 pm Greenwich Mean Time, not including national holidays in Israel
	Asia Pacific	Monday through Friday, 12:00 pm to 9:00 pm Singapore Time, not including national holidays in Israel

1.2. **“Subscription Period”** means the stated subscription period for the Service as stated on the Sales Order under which the Service has been purchased by Licensee. In the event the applicable Subscription Period is other than a single year, the commitments for each type of services described herein will be prorated accordingly.

2. **The Service**

2.1. **Enterprise Response Times.** Licensor shall use commercially reasonable efforts to comply with the following Response Times:

Severity	Response time
Critical	2 Service Hours
Major	4 Service Hours
Minor/Medium	8 Service Hours

2.2. Business Intelligence Services. A business intelligence consultant (the “BIC”) will provide business intelligence consulting services throughout the Subscription Period; staffing will depend on the agendas for the on-site projects and/or the projects to be undertaken as part of the included consulting hours. Each Workshop and related planning and preparation may be provided by a BIC, SA (as defined below) and/or TSC (as defined below) who may be assigned according to agreed upon topics.

These Business Intelligence Consulting Services will consist of:

2.2.1. up to three (3) 2-day remote or on-site sessions (location to be mutually agreed upon by the parties) (each, a “Workshop”) per year at Licensee’s location, as agreed by the parties. These Workshops may address some of the following topics:

- Consultation on new business use case
- Deployment best practices
- Solution Design, Architecture and Scaling plan
- End user adoption best practices
- BI best practices
- First line support training

2.2.2. up to one and a half (1.5) hours of remote sessions (which may include offline work performed by Licensor) as agreed by the parties, scheduled on no more than a weekly basis.

2.3. Solution Architecture Services. A solution architect (“SA”) will provide Solution Architecture Services, which may include some or all of the following:

- One or more Workshop(s) (charged against the three (3) total Workshops provided under Section 2.2.1.), which will address Solution Design, Architecture and Scaling; and
- Upgrade, backup and recovery plan (up to two (2) such plans, each totaling up to ten (10) hours)
- Up to thirteen (13) hours of performance load testing and analysis
- Up to ten (10) hours of solution review and consultancy

2.4. Technical Support Services. The Technical Support Services will consist of:

2.4.1. the attention of a designated Technical Support Consultant (“TSC”) to all support tickets opened by Licensee.

2.4.2. up to three (3) hours of remote sessions (which may include offline work performed by the TSC) between the TSC and Licensee personnel schedule on no more than a weekly basis. These sessions may include a review any open

support issues, and to provide pro-active Version upgrade planning and preparation support.

2.4.3. assistance with System setup & configuration (SSO, SSL, AD, Supported data connectors) (up to ten (10) hours).

2.4.4. assistance with Multi Node Setup & configuration (for supported deployment models) (up to ten (10) hours).

The Technical Support Services will be provided remotely, except as provided in Section 2.2.1.

2.5. Project Management Services. A project manager (the "PM") will provide up to fifty-two (52) hours of Project Management Services as mutually agreed by the parties.

3. Travel Expenses. Out-of-pocket travel expenses incurred by Licensor in connection with performing the Services hereunder are not included in the cost of the Service. To the extent travel is required for Licensor in connection with conducting the Workshops and/or in connection with any additional on-site Services, Licensee will be required to reimburse Licensor for travel expenses incurred by Licensor in connection with such Services.