Sisense Support Services Addendum

This Addendum sets forth the support services ("**Support Services**") to be performed by Sisense for Customer with respect to the Products for which Customer has a subscription under the 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 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 "**Previous Sequential Version**" means the Version of Software which has been replaced by the Current Version.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 Sisense.

    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 Customer's supported location of installation of the Software in accordance with Section 2.6.

    1.7. "**Support Term**" means the term of the Agreement as defined therein.

    1.8. "**Technical Support Contact**" means a Customer employee (or independent contractor retained by Customer) who is designated by Customer as a point of contact to communicate with Sisense concerning Support Services. Technical Support Contacts shall be knowledgeable in the use of the Software and Customer's Operating Environment. Customer may designate up to three (3) Technical Support Contacts at any one time.

    1.9. "**Update**" means a published revision and correction to the printed documentation and corrections, service packs, builds, and new releases of the Software Version which is generally made available to Sisense's customers and which is designated by Sisense by a number on the right of the second decimal point after the Version number (e.g., Version W2021.1.X). Updates shall not include new Versions or optional modules or future products that Sisense provides under a separate subscription.

    1.10. "**Version**" means a release of the Software which is generally made available to Sisense's customers and which is designated by Sisense by operating system (Linux (L) or Windows (W)), year, and the first number after the decimal point (e.g., Version W2021.X). Versions shall not include optional modules, plug-ins, or future products that Sisense provides under a separate subscription.

    1.11. "**Workaround**" means a method for achieving a task or goal when the usual or planned method isn't working.

2. **Support Services**

    2.1. <u>Customer Success Manager</u>. Each Customer will be assigned a Customer Success Manager, whose services will be provided at no additional cost to Customer. The Customer Success Manager's primary responsibility is to assist Customer with the information, resources and guidance required in order to help Customer to use and benefit from the Software. The

Customer Success Manager will serve as Customer'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 Customer's Technical Support Contacts as provided in Section 2.4.

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

2.2. <u>Standard Support Services</u>. Standard Support Services shall be provided at no charge additional to the subscription 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.

Sisense 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. <u>Severity.</u> When reporting a Failure, Customer's Technical Support Contact shall indicate the severity according to the following definitions:

Severity	Failure Description
<u>Critical</u>	a Failure that renders the Product inoperative in production and no Workaround is available
<u>Major</u>	a Failure that significantly degrades performance of the Product or a major component thereof or materially restricts Customer's use of the Product
<u>Medium</u>	a Failure that impairs functionality of some components of the Product but allows the users to continue using the Software

Severity	Failure Description
<u>Minor</u>	a Failure that is cosmetic or does not materially impair operation of the Product. Questions, requests for help or requests for enhancements or product development should be opened as Minor

2.4. <u>Contacts</u>. Sisense 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 Sisense shall direct from time to time.

2.5. <u>Resolution</u>. Sisense will use commercially reasonable efforts to resolve each significant Failure by providing either: a reasonable Workaround, a Product update, or a specific action plan for how Sisense will address the Failure and an estimate of how long it will take to rectify the defect. Notwithstanding the foregoing, Sisense has no obligation to resolve Failures reported more than 12 months after the Version release date of the Version in which they occur (the "End of Support Date").

2.6. <u>Exclusions</u>. The Support Services shall not include, and Sisense shall not be responsible for or liable to correct any Failure caused by: (i) Customer's failure to use the Product or any part thereof in accordance with the Documentation; (ii) the modification, alteration or maintenance of the Product by any person other than Sisense; (iii) negligence, misuse, abuse or mishandling of the Product by Customer or any third party; (iv) inappropriate environmental conditions (such as power and air-conditioning failures) or failure of Customer to maintain the Operating Environment set out in the Documentation; or (v) Customer's failure to incorporate any Update provided by Sisense to Customer as a resolution or use of a Version past the End of Support Date. Support Services shall further exclude consulting as it pertains to conversions/upgrades of Customer's Operating Environment or customized enhancements requested by Customer.   For On-Prem Software Subscriptions granted under a Sisense Fusion Embed (f/k/a Sisense for Product Teams) Product Addendum (granting the right to the Customer to bundle the Product with Customer's Product to Customer's End Customers and deliver the Bundled Product to such End Customer for installation) or for installation by Customer of the Product in multiple locations or instances, Support Services shall be provided for a single implementation of the Software on Customer's premises (the "Gold Copy"). Any Failure reported to Sisense must first be replicated by Customer in the Gold Copy and resolutions will be provided for the Gold Copy only.

2.7. <u>Remote Access</u>. The Product includes the Remote Support Analysis Module. Through operation of the Remote Support Analysis Module, Sisense obtains: (i) non-personally identifiable information, such as manner, consistency, duration, usage pattern, statistics, memory, bandwidth and other information identifying the ways in which Customer uses the Software; (ii) metadata such as logs, how many requests Customer issued, commonly used data sources, size of Customer database, modules used, etc. and (iii) the login ID (including email address) for the Customer representative who registered the Product subscription. 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 Customer's sole control and discretion. If the Remote Support Analysis Module is disabled, Customer acknowledges that Sisense's ability to provide the Support Services may be impaired.

2.8. <u>Updates and Versions</u>. Customer is entitled to all Updates and Versions if and when made generally available during the Support Term.

3. <u>Other Services</u>. Other services, including but not limited to onboarding services, development services and other consulting services as defined in the Professional Services Addendum (the "**PS Terms**") shall be provided subject to the PS Terms and the Sales Order and/or Statement of Work documenting the agreement of Sisense to provide such services and are not included in Support Services.

4. <u>Earlier Agreement Forms.</u> For licenses or subscriptions governed by agreement forms in effect prior to May 1, 2020, the following defined terms in this Addendum correspond to the indicated defined terms in such earlier agreement forms:

- Sisense – Licensor
- Customer – Licensee or OEM
- Product - Software