



Flexera One Support Terms

The following describes each party’s obligations with respect to Flexera’s provision of Support to Customer. Any capitalized terms not defined herein will have the meaning ascribed to them in the Agreement.

- Flexera Community.** Flexera will provide Customer’s access to Flexera’s customer community page (“**Community**”) which enables Customer to create, track and update support cases, access Flexera’s knowledge base, and engage in customer forums.
- Support Contacts.** Any individual at Customer who wishes to access the Community must register on the Community site; only registered contacts may submit support requests.
- Support Hours.** Flexera support staff will be available for live-answer support between the hours of 6:00 pm Sunday through 6:00 pm Friday Central Standard Time (“**Support Hours**”). Severity Level 1 and 2 issues must be reported by telephone. Support will be provided in English language only.
- Severity Levels and Response Times.** Flexera will reasonably prioritize support requests from Customer according to the severity levels set forth in the table below. Flexera will endeavor to provide a response to Customer’s request for technical support assistance per the applicable severity level, which will be measured from assignment of a case number (the “**Initial Response**”). As used herein, Initial Response will mean Flexera’s confirming receipt of an error from Customer verifying the details of such error, and delivering to Customer, if applicable, (a) a list of additional information reasonably required by Flexera, and (b) a description of the assistance reasonably required by Flexera from Customer to assist in the evaluation of the report and diagnosis of the error or symptoms. An “**Action Plan**” is the initial diagnosis by Flexera of the errors or symptoms and identification of the schedule that Flexera expects to work towards in pursuit of resolving the identified problem. For clarity, Flexera does not commit to resolving every error; Flexera will determine in its sole discretion whether to provide a resolution to the issue or a temporary workaround for the issue as it deems appropriate.

Severity Level	Severity Level Definition	Initial Response	Updates on Status
1 – Critical	Production use of the SaaS is stopped or so severely impacted that authorized end users cannot reasonably use it. Flexera will work continuously to resolve the support request until the support request is closed.	0.5 Support Hours	Once every eight (8) Support Hours until Action Plan is established
2 – High	Major SaaS documented features are unavailable with no workaround. Use of the SaaS can continue; however, productivity is significantly decreased. Flexera will work continuously to resolve the support request until the support request is closed.	Two (2) Support Hours	Once every eight (8) Support Hours until Action Plan is established
3 – Medium	Major SaaS documented features are unavailable, but a workaround is available, or less significant SaaS documented features are unavailable with no reasonable workaround.	Eight (8) Support Hours	Once every forty (40) Support Hours until Action Plan is established
4 – Low	User requests information about the SaaS or an enhancement to the existing SaaS specifications. Use of the SaaS is available without being materially and adversely impeded.	Forty (40) Support Hours	Once every forty (40) Support Hours until Action Plan is established

- Issue Resolution.** For Flexera to resolve an issue, Customer must provide Flexera’s technical support personnel with relevant information regarding the issue as reasonably requested by Flexera. In addition, Flexera may install a troubleshooter to collect information from Customer’s instance of the SaaS for troubleshooting purposes and to work with Customer to resolve outstanding support tickets and Flexera’s support personnel may access Customer’s instance to gather such information for the purpose of delivering Support to Customer.
- Credits.** If Flexera fails to meet the Initial Response targets set forth above for more than 10% of Severity 1 and 2 issues in any given month, Customer will be entitled to a credit of 3% of the Monthly Fee. To receive a credit, Customer must request such credit in writing within thirty (30) days of the end of the month for which it seeks a credit, and the credit will be applied to the next invoice received by Customer. “**Monthly Fee**” means the amount of the recurring license fee paid by Customer under the Agreement that is allocable to one (1) month (but excluding implementation, configuration, professional, or other services or nonrecurring fees) for the actual SaaS product tied to the support request.
- Exclusions.** Services related to (i) the installation, implementation, and configuration of the SaaS, (ii) training, or (iii) other services not specifically outlined herein are not included as a part of Support.
- Escalation.** Should Customer determine in good faith that Flexera is not meeting its obligations hereunder, Customer may request an escalation by calling support or its customer success manager, if one is assigned. If the issue is not resolved by support or the customer



success manager, Customer may request further escalation to Flexera's Director of Support for the applicable region. If the issue is not resolved by the Director of Support, Flexera will escalate to its VP of Support.