

Hyland Experience Service Support

1. If Support Services provided by Hyland are included as part of the applicable Hyland Experience Service purchased by Customer, Hyland will provide Support to the applicable Hyland Experience Service in accordance with these provisions and the Support Prioritization Attachment attached hereto. Capitalized terms not defined herein have the meanings set forth in the applicable underlying Hyland Experience Services Agreement between the customer and Hyland which incorporates these support terms by specific reference (the "Agreement")

(a) Technical Support Services. Hyland will provide telephone or online technical support related to problems reported by Customer and associated with the operation of the Hyland Experience Service, including assistance and advice related to the operation of the Hyland Experience Service.

(b) Error Correction Services. With respect to any issues or errors in the Hyland Experience Service which are reported by Customer and which are confirmed by Hyland, Hyland will use its reasonable efforts to correct such issue or error, which may be effected by a commercially reasonable workaround. Hyland shall promptly commence to confirm any reported issues or errors after receipt of a proper report of such suspected issue or error from Customer in accordance with the Support Prioritization Attachment. Hyland may elect to correct the issue or error by updating or upgrading the applicable component of the Hyland Experience Service to a new build or version.

(c) Reporting Policies and Procedures Applicable to Technical Support Services and Error Correction Services.

(1) *Customer Reporting Requirements*. When requesting support services, Customer must report problems, issues, and errors via Hyland's secure end user website (currently www.hyland.com/community), except that Customer may call 440-788-5600 for Level 1 and Level 2 Severity Levels. In the case of reporting a problem, issue, or error with the Hyland Experience Service, Customer will provide Hyland with as much information and access to systems as reasonably possible to enable Hyland to investigate and attempt to identify and verify the problem, issue or error. Customer will work with Hyland support personnel during the problem isolation process, as reasonably needed.

(2) *Hyland Response Procedures*. Hyland shall respond to all reports in accordance with the Support Prioritization Attachment below. Hyland: (a) will respond based on the confirmed severity level; (b) may reclassify severity levels as it learns information about such problems, issues or errors during the resolution process; and (c) obligations for a reported issue or error concludes upon delivery of a Resolution in accordance with the Support Prioritization Attachment.

(d) Update, Upgrade, Change or Replacement of Components of the Hyland Experience Services. Hyland may update or upgrade the build or version of the software used in the Hyland Experience Services from time to time at Hyland's expense. Hyland also may change, replace, update or upgrade the hardware or other software components of the Hyland Experience Services from time to time.

2. EXCLUSIONS.

(a) Generally. Hyland is not responsible for providing, or obligated to provide, Hyland Experience Service Support: (1) in connection with any errors, defects or problems that result in whole or in part from any alteration, revision, change, enhancement or modification of any nature of the Hyland Experience Service or from any error or defect in any configuration of any component of the Hyland Experience Service, which activities in any such case were undertaken by any party other than Hyland or a party retained by Hyland; (2) in connection with any error or defect or problem in any other component of the Hyland Experience Service if Hyland has previously made available corrections for such error or defect which Customer fails to implement; (3) in connection with any errors, defects or problems which have been caused by errors, defects, problems, alterations, revisions, changes, enhancements or modifications in any software, hardware or system or networking which is not a part of the Hyland Experience Service; (4) if any party other than Hyland, or an authorized subcontractor specifically selected by Hyland, has provided any services in the nature of Hyland Experience Service Support to Customer with respect to the Hyland Experience Service; or (5) in connection with any questions related to the operation or use of the Hyland Experience Service or other Hyland software application programming interfaces (APIs); or in connection with any errors, defects or problems with Work Products (as defined in the Agreement). Support relating to Work Products and the operation or use of APIs may be provided, on a case-by-case

basis, as mutually agreed to in an applicable Services Proposal which outlines Professional Services for such support activities.

3. DEFINITIONS.

“Resolution” means Hyland provides Customer with a commercially reasonable workaround, correction, or modification that solves or mitigates a reported Hyland Experience Service issue or error.

SUPPORT PRIORITIZATION

Severity Level	Description	Hyland Response
Level 1	“Level 1” means any error or issue in the Hyland Experience Service that causes total or substantial Hyland Experience Service failure, which means that the Hyland Experience Service is down and Customer is unable to access the Hyland Experience Service in any way.	<p>Upon receiving notification from Customer, Hyland’s support Team Leader will immediately notify a support Manager. Within thirty (30) minutes, the Manager will notify a member of Senior Management or a Vice President.</p> <p>To provide a Resolution, Hyland will work up to and including 24 hour days, 7 days a week, through holidays and weekends until there is a Resolution, provided Customer remains accessible by phone for troubleshooting from the time Hyland receives the notification through Resolution.</p>
Level 2	“Level 2” means an error or issue in the Hyland Experience Service that causes substantial Hyland Experience Service failure which prevents a portion of Customer’s users from accessing the Hyland Experience Service in any way.	<p>Upon receiving notification from Customer, Hyland’s support Team Leader will notify a support Manager within sixty (60) minutes. Within two (2) hours, the Manager will notify a member of Senior Management or Vice President.</p> <p>To provide a Resolution, Hyland will work up to 24 hour days, 7 days a week, through holidays and weekends until there is a Resolution, provided Customer remains accessible by phone for troubleshooting from the time Hyland receives the notification through Resolution.</p>
Level 3	“Level 3” means that the Hyland Experience Service is usable except that an error or issue in the Hyland Experience Service causes an ongoing, system-wide, severe performance degradation.	To provide a Resolution, Hyland will work up to 5 days/week, 16 hours/day, through holidays and weekends until there is a Resolution, provided Customer remains accessible by phone for troubleshooting from the time Hyland receives the notification through Resolution.
Level 4	“Level 4” means that the Hyland Experience Service is usable except that an error or issue in the Hyland Experience Service prevents a specific feature or functionality from working.	To provide a Resolution, Hyland will use commercially reasonable efforts during regular support hours.
Level 5	“Level 5” means that the Hyland Experience Service is usable except that an error or issue in	Standard Hyland Experience Service Support.

	the Hyland Experience Service causes a trivial inconvenience and the task can be completed in another way.	
Level 6	"Level 6" means Technical Support Services.	Standard Hyland Experience Service Support.