

MAINTENANCE AND SUPPORT PRIORITIZATION ATTACHMENT

Severity Level	Description	Hyland Response
Level 1	<p>“Level 1” means any Error that causes total or substantial Software failure, which means that the Software is down and Customer is unable to access the Software in any way within their production environment.</p>	<p>Upon receiving notification from Customer, Hyland’s Technical Support contact will immediately notify a support manager. Within thirty (30) minutes, the Manager will notify a member of senior management.</p> <p>If there is no Resolution within two (2) hours of the Customer’s notice, Hyland will place the Customer on the High Visibility Ticker (HVT).</p> <p>If there is no Resolution within four (4) hours of the Customer’s notice or by the end of business of that day, Hyland will designate the Error as Code Blue. Designation as Code Blue means a resolution team is immediately formed for the Level 1 Error and the resolution team provides continuous updates on all issues of change or status to all C-level executives and vice presidents of Hyland, and all of Hyland employees are made aware that the Customer is on Code Blue.</p> <p>To provide a Resolution, Hyland will match the Customer’s effort, up to and including 24 hour days, 7 days a week, through holidays and weekends until there is a Resolution.</p>
Level 2	<p>“Level 2” means an Error that causes substantial Software failure which prevents a portion of Customer’s users from accessing the Software in any way within the production environment.</p>	<p>Upon receiving notification from Customer, Hyland’s Technical Support contact will notify a support manager within sixty (60) minutes. Within two (2) hours, the manager will notify a member of senior management.</p> <p>If there is no Resolution by the end of business on that day, Hyland will place the Customer on Hyland’s High Visibility Ticker.</p> <p>If there is no Resolution within twenty-four (24) hours of Customer’s notice, Hyland will designate the Error as Code Blue.</p> <p>To provide a Resolution, Hyland will match Customer’s efforts up to 24 hour days, 7 days a week, through holidays and weekends until there is a Resolution.</p>
Level 3	<p>“Level 3” means that the Software is usable except that an Error causes an ongoing, system-wide, severe performance degradation.</p>	<p>To provide a Resolution, Hyland will match Customer’s efforts up to 5 days/week, 16 hours/day, through holidays and weekends until there is a Resolution.</p>
Level 4	<p>“Level 4” means that the Software is usable except that an Error prevents a specific feature or functionality from working.</p>	<p>To provide a Resolution, Hyland will use reasonable efforts during regular support hours.</p>
Level 5	<p>“Level 5” means that the Software is usable except that an Error causes a trivial inconvenience and the task can be completed in another way</p>	<p>Standard Maintenance and Support.</p>
Level 6	<p>“Level 6” means Technical Support Services.</p>	<p>Standard Maintenance and Support.</p>

*Notwithstanding the above, Maintenance and Support for the Pacsgear Software is limited to the following hours:

- for Customers in Europe: 8:00-5:00 UK Time (GMT +1)

- for all other Customers: 7:00-7:00 Central Time

** Notwithstanding the above, Maintenance and Support for the Nuxeo Software is limited to the following hours:

- for Customers in Europe and the UK, except France public holidays: 9:00 – 6:00 Central European Time

- for all other Customers: 9:00 – 6:00 Eastern Time