

**SUPPORT PRIORITIZATION ATTACHMENT**

<b>Severity Level</b>	<b>Description</b>	<b>Hyland Response</b>
Level 1	<p>“Level 1” means any error or issue in the Hyland Cloud Service that causes total or substantial Hyland Cloud Service failure, which means that the Hyland Cloud Service is down and Customer is unable to access the Hyland Cloud Service in any way.</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>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	<p>“Level 2” means an error or issue in the Hyland Cloud Service that causes substantial Hyland Cloud Service failure which prevents a portion of Customer’s users from accessing the Hyland Cloud Service in any way.</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>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	<p>“Level 3” means that the Hyland Cloud Service is usable except that an error or issue in the Hyland Cloud Service causes an ongoing, system-wide, severe performance degradation.</p>	<p>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.</p>
Level 4	<p>“Level 4” means that the Hyland Cloud Service is usable except that an error or issue in the Hyland Cloud Service 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 Hyland Cloud Service is usable except that an error or issue in the Hyland Cloud Service causes a trivial inconvenience and the task can be completed in another way.</p>	<p>Standard Hyland Cloud Service Support.</p>

Level 6

“Level 6” means Technical Support Services.

Standard Hyland Cloud Service Support.

\*Notwithstanding the above, Hyland Cloud Service Support for the Pacsgear Software is limited to the following hours:

- for Customers in Europe: 8:00am - 5:00pm UK Time (GMT +1); and
- for all other Customers: 7:00am - 7:00pm Central Time

\*\* Notwithstanding the above, Hyland Cloud Service Support for the Nuxeo-branded Hyland Cloud Service is limited to the following hours:

- for Customers in Europe and the UK, except France public holidays: 9:00am – 6:00pm Central European Time; and
- for all other Customers: 9:00am – 6:00pm Eastern Time