

Unified Support Policy

This Midoffice Support Policy (“Policy”) is subject to the applicable agreement between Midoffice Inc. and Customer pursuant to which Midoffice provides access to astRais (“Agreement”). This Policy describes Midoffice’s support offering provided by its support team in connection with tickets submitted via Midoffice’s support portal and related to astRai. Terms capitalized but not defined herein have the meaning set forth in the Agreement. Midoffice may update this Policy, including the additional terms of maintenance and support for LDP/PD Software, from time to time.

MIDOFFICE SUPPORT

Midoffice maintains, at all times, a sufficient number of trained and qualified support engineers to perform technical support and maintenance services as described below. To submit a valid support request, Customer must: (1) identify the connector that experienced the error, (2) include information sufficiently detailed to allow Midoffice to attempt to replicate the issue (including any relevant error messages), and (3) provide contact information for the person most knowledgeable about the request (even if that person may not be a Customer employee, but instead is a third party who manages the data infrastructure). If Customer submits a ticket that requests product enhancements or feature requests, the support team will notify

the Customer and provide information so that Customer may send those requests to the appropriate team.

When Midoffice receives a valid support request, Midoffice will assign each a severity level according to the following criteria:

Severity	Definition
Severity Level 1 (Urgent)	All or a substantial portion of your mission-critical data is at significant risk of loss or corruption or a substantial loss of availability of astRai, including On-Prem Software.
Severity Level 2 (High)	A major milestone is at risk. Ongoing and incremental connectors are affected and/or the ability to use astRai, including On-Prem Software. A temporary workaround is available.
Severity Level 3 (Normal)	There is a medium-to-low impact on astRai, but you can still access and use some functionality of astRai, including On-Prem Software
Severity Level 4 (Low Severity)	There is a minimal impact on your access to and use of the astRai.

A Midoffice agent will respond to your request in accordance with the Severity assigned as follows:

		astRai Enterprise & Business Critical	astRai Private Deployment
24/7 Global Coverage		All severity levels	All severity levels
Initial Response Time This is the time taken by a support agent to respond via email to any issue once validly submitted. This does not include the automated notification via email that you receive upon ticket submission.			
Severity Level 1 (Urgent)		1 hour	1 hour
Severity Level 2 (High)		4 hours	4 hours
Severity Level 3 (Normal)		8 hours	8 hours
Severity Level 4 (Low Severity)		8 hours	8 hours

* Midoffice will respond to requests within 48 hours. Midoffice uses commercially reasonable efforts to respond to requests as they come in, so Customers may receive a response in a shorter amount of time.

EXCLUSIONS

Midoffice may make certain connectors available to customers that have been developed by a third party (“Source Party”). Such connectors are excluded from this Policy and Midoffice does not offer Maintenance and Support Services (defined below) for them. Instead, support for these connectors may be provided by the Source Party according to the service level agreements that it may have with its customers. Because these connectors may be maintained and supported by the Source Party, rather than Midoffice; they will not be eligible for any credits or claims under a Midoffice Service Level Agreement.

ADDITIONAL TERMS OF MAINTENANCE AND SUPPORT FOR ASTRAI LOCAL DATA PROCESSING & ASTRAI PRIVATE DEPLOYMENT

During the Term, and provided that Customer is not in breach of its payment obligations hereunder, Midoffice shall provide maintenance and support services to Customer as described below (“Maintenance and Support Services”).

1. Definitions.

“**Error**” means a demonstrable and repeatable event in an unmodified version of LDP/PD Software which does not behave in the manner described by the Documentation and which renders the LDP/PD Software inoperative and causes failure of the LDP/PD Software in a production environment.

“**Error Correction**” means the use of commercially reasonable efforts to correct an Error as described in the “Error Correction” section below.

“**LDP/PD Software**” means a downloadable data integration software product installed at Customer’s facility, or on Customer’s virtual private network, and purchased under the applicable Subscription Order Form as “astRai Local Data Processing” or “astRai Private Deployment”.

“**Update**” means the repair, fix, workaround or replacement of object or executable code versions of the LDP/PD Software to remedy an Error.

“**Major Version**” means the first number in the LDP/PD Software release version. For

example, release 6.1.0 relates to Major Version 6.

“**Minor Version**” means the first two numbers in the LDP/PD Software release version. For example, release 6.1.0 is the Minor Version 6.1, relating to Major Version 6.

“**Patch release**” is an incremental fix to the LDP/PD Software designed to address minor functionality, security, or feature improvements that do not rise to the level of requiring a new Minor Version. For example, release 6.1.0/19 denotes incremental Patch release 19 to version 6.1.0.

2. Coverage. Upon payment to Midoffice of the applicable Fees, Midoffice shall provide Maintenance and Support Services to Customer as follows:

2.1 General Support Description. General Support: means access to Midoffice Maintenance and Support Services through the support portal, or other designated channel, for purposes of problem intake and general guidance in use of major features of the LDP/PD Software.

2.2 Midoffice Maintenance and Support Terms. Midoffice shall provide Customers with the appropriate level of support in accordance with the terms of the Agreement and as outlined in this Support Policy. Customer technical support staff must be capable of performing installation and configuration support, answering technical inquiries regarding the LDP/PD Software and performing hardware problem determination. Upon notification of an Error, Customer shall

grant Midoffice reasonable remote access to the computer system(s) on which the LDP/PD Software operates, the LDP/PD Software and all Documentation and records, and shall, upon Midoffice's reasonable request, provide assistance (including sample output and other diagnostic information) in order for Midoffice to adequately provide the support services. Customer will provide the means for remote access as specified by Midoffice, free of charge. Any delays in Midoffice's diagnosis of Errors caused by the failure of Customer to (timely) allow Midoffice access to the Software, will not be considered as a default in the performance of Midoffice's obligations.

3. Place of Performance. Midoffice shall provide all Maintenance and Support Services from Midoffice's locations.

4. Updates to LDP/PD Software. Midoffice will provide Customer with Updates as they become available and as it deems necessary to address or correct Errors with the LDP/PD Software. Customer agrees to install all Updates within 60 days from being made available by Midoffice. A Minor Version is supported for 3 years from its General Availability (GA) release date ("Standard Support Period"). A Patch release (e.g. 6.1.0/19 or 6.1.0/20) does not prolong the Standard Support Period. For example, if LDP/PD Software version 6.1 will expire at date X, then that date will not be extended if version 6.1.0/19 is released a year later. However, when version 6.2 becomes available a new 3 year Standard Support Period begins. Midoffice shall not be

responsible for correcting any Error(s) if Customer fails to incorporate any available Updates provided to Customer by Midoffice.

5. Extended Support; Discontinuing the LDP/PD Software. Beyond the Standard Support Period, Customer may purchase 2 additional years of support for the final Minor Version of every Major Version released by Midoffice ("Extended Support"). During the Extended Support period, Midoffice will only provide Error Correction support as described in Section 7. Midoffice shall not be responsible for correcting any Error(s) if Customer fails to incorporate any available Updates provided to Customer by Midoffice. In the event Customer continues to use the LDP/PD Software beyond the Extended Support period, Customer uses the LDP/PD Software "as-is" and Midoffice is under no obligation to release Patches or otherwise provide Updates to that version of the LDP/PD Software. For example, if Customer has a valid license and continues to use LDP/PD Software version 5.7.0 beyond the Standard and Extended Support periods, Midoffice is under no obligation to release Updates or Patches, but will provide Customer with commercially reasonable assistance in finding Workarounds to the reported Error. So long as Customer is in compliance with the Agreement, it may continue to use that version of the LDP/PD Software until Midoffice, in its sole discretion, discontinues it. In the event Midoffice decides to discontinue a Major or Minor Version of the LDP/PD Software, it will provide Customer

with 12 months advanced notice of the date at which the LDP/PD Software will no longer be offered and no longer available for Customer's use. In such a case, Customer will have the option to switch to a newer, supported version of the LDP/PD Software at then-current rates or to discontinue its use of the LDP/PD Software version in question.

6. Updates to Documentation. Midoffice shall provide revised and/or updated documentation related to the LDP/PD Software (in the same amount and media as originally provided) to correspond to any changes (including Updates) made to the LDP/PD Software, within a reasonable time of such changes.

7. Error Correction. Midoffice shall exercise commercially reasonable efforts to correct any Error reported. Error Correction may also take place by providing Customer with written instructions to bypass the Error if this can take place without additional costs or substantial inconvenience to Customer (a "Workaround"). Midoffice shall work to resolve the Error in accordance with the then current Support Policy.

8. Exclusions. The following are excluded from Midoffice's Maintenance and Support Services obligations: (a) LDP/PD Software that is used on or in conjunction with hardware or software other than as specified in the documentation provided by Midoffice or unauthorized use of the LDP/PD Software; (b) altered or modified LDP/PD Software, unless altered or modified by Midoffice; (c) defects in the LDP/PD Software due to

accident, hardware malfunction, abuse or improper use, or use in a manner not permitted by the End User License Agreement; (d) any version of the LDP/PD Software for which Maintenance and Support Services have been discontinued by Midoffice; (e) evaluation software or other software provided at no charge; and (f) any LDP/PD Software sold separately by Midoffice, including, without limitation, consulting code, unless generally made available to end users at no additional charge for the applicable LDP/PD Software. Midoffice shall be entitled to charge for other services and error corrections not covered by the Maintenance and Support Services in accordance with Midoffice's then current price list.

9. Report. Any reports or escalations to Midoffice Technical Support must contain the following information:

- Clear problem description, with supporting documentation such as LDP/PD Software and Operating System (OS) error messages.
- Severity Level and reason for classification
- A reproducible trigger scenario which causes the Error to occur, or, access to a facility where the Error can be reproduced, or, debug notes defining steps taken to produce a trigger scenario.
- Server configuration information (OS version and revision level, patches included and levels, hardware configuration, astRai configuration information, hardware and software configuration files).
- Steps taken to resolve Customer issue.