

**SOFTWARE SUPPORT AGREEMENT – ATTACHMENT A**

As of April 1, 2020

**1. Support Levels**

- Premium
- Standard

**2. Support Services and Costs**

Description	Premium <sup>(1)</sup>	Standard <sup>(2)</sup>
Online documentation and knowledge base	Yes	Yes
Product suggestions and voting	Yes	Yes
Product downloads	Yes	Yes
Access to maintenance releases	Yes	Fee might apply <sup>(3)</sup>
Access to after-hours emergency support	Yes	Fee applies <sup>(4)</sup>
Telephone support	Yes	No
Chat / Email Support	Yes	Yes
Assistance in maintenance and upgrade releases	Yes <sup>(5)</sup>	No <sup>(6)</sup>

(1) 20% of current published list price for Software Products

(2) Included in license fees paid for Software Products

(3) Access to releases needed to correct any issues less than severity 1 might incur fees billed per EWPA Software Support Terms and Conditions

(4) A charge of \$ 250 will apply to access support plus EWPA standard consulting rate.

(5) Based upon Licensee is using standard Software Products, maintenance releases will be installed free of charge and assistance with the upgrade to the current release of Software Products will be at EWPA standard consulting rates with a 20% discount applied

(6) EWPA standard consulting rates will be charged to assist in installing maintenance and upgrade releases.

### 3. Problem Severity and Response Times <sup>(3)</sup>

For Standard and Premium Level Software Support Agreements, EWPA shall adhere to the following:

Severity	Description	Acknowledgement & Response Time <sup>(2)</sup>		Expected Resolution	
		Premium	Standard	Premium	Standard <sup>(1)</sup>
<b>1</b>	<b>CRITICAL.</b> A critical system process has ceased to function. User is not able to perform essential, tasks and no workaround is available.	1 hour during covered periods	4 hours during covered periods	Continuing updates until resolved	Continuing updates until resolved
<b>2</b>	<b>MAJOR.</b> An important but not mission critical process is not operating as expected, necessitating a workaround which consumes additional effort.	4 hours during covered periods	24 hours during covered periods	Next day updates until resolved	Updates as available
<b>3</b>	<b>MINOR.</b> A minor process is not operating as expected, necessitating workarounds and consuming extra time in functioning.	24 hours during covered period	48 hours during covered periods	Assistance provided as soon as possible with staff availability	Assistance provided as soon as possible with staff availability
<b>4</b>	<b>ROUTINE.</b> User requires guidance on updates, upgrades, functionality, use and other issues; usually entails redirect to Self Service Portal.	As resources are available during covered periods	As resources are available during covered periods	Assistance provided as soon as possible with staff availability	Assistance provided as soon as possible with staff availability

(1) Priority will be given to Licensee's having Premium level support

(2) Hours are defined as business hours based EWPA published hours

(3) A Case (as defined in the Software Support Agreement) needs to be opened for all support related matters

**4. Published Support Hours:**

EWPA support services are available weekdays from 8:00 a.m. to 8:00 p.m. eastern standard time, excluding weekends and holidays

**5. Contact Support**

- Email – 833-566-0056, Option 1
- Phone – [support@eworkplaceapps.com](mailto:support@eworkplaceapps.com).

**6. Amendment to this Attachment**

The Attachment is subject to change per Section 6 of the Software Support Agreement executed by EWPA and Licensee.