VISUAL COMMAND CENTER
SOFTWARE SUPPORT SERVICES POLICY

I. IDV SUPPORT SERVICE

a. IDV provides various levels of support as described below to its Clients
b. IDV provides product support at a “Tier 2” and “Tier 3” level; clients are expected to triage Tier 1 issues or questions within their organization through a resource(s) having attended Visual Command Center Administrator training
c. Support is offered on a per support ticket basis
d. Support tickets requests shall be submitted to the IDV Help Desk via our support portal (https://support.idvsolutions.com), email to support@idvsolutions.com, or 517.999.6296
e. IDV shall provide support via email, telephone and/or PC screen sharing, whichever is deemed most effective by IDV
f. IDV’s Help Desk shall be available Monday through Friday from 8:00am to 6:00pm Eastern time, with the exception of IDV holidays.
g. IDV shall have final discretion in classifying the level of support for each support ticket

II. BASIC SUPPORT SERVICE

Basic Support shall be provided by IDV throughout the Subscription Period. The cost of Basic Support is included in the cost of the Visual Command Center Base License.

IDV shall provide Basic Support regarding technical questions about general product features, product issues and product configuration. Basic support is not intended to cover advanced topics requiring more than half an hour of IDV effort; such support is available through Advanced Support Service. By way of illustration, most changes to the configuration of an existing VCC layer or element can be accomplished through Basic Support Service, but adding a new data feed or introducing complex business rules to an existing layer would likely require opening an Advanced Support Service ticket.

Basic Support Service Levels:
Response – within eight (8) business hours
Resolution – no guarantee of resolution time

III. ADVANCED SUPPORT SERVICE

Advanced Support is limited support provided to all Clients. The Visual Command Center Base License includes six (6) Advanced Support tickets annually. Additional Advanced Support tickets can be purchased in bundles of three (3) at a cost of $2,500.

Advanced Support is any support offered beyond questions regarding general product features or questions about general product features which exceed 30 minutes of IDV effort. IDV support will ask the customer stakeholder(s) to agree to a criteria that both parties will use as the test that the ticket is resolved; the ticket will be closed once the resolution criteria have been met. In the event that Client initiates an Advanced Support ticket and the reason for such Advanced Support ticket is deemed by IDV to be due to an IDV product software error, Client shall not be charged for the Advanced Support ticket.

Advanced Support Service Levels:
Response – within eight (8) business hours
Resolution – mutually agreed-upon criteria defined at ticket creation
IV. MAINTENANCE (HOSTED OPTION)

All system and application maintenance performed by IDV and scheduled outside IDV normal business hours. Scheduled maintenance windows are surfaced on VCC landing page upon user login.

- Backup & Restore
  - Daily differential backups with 2 week retention.
  - Weekly full backup with 2 week retention.
  - Offsite backup storage.

- Patches to the Software and/or modification to the underlying infrastructure will be applied during maintenance as reasonably determined necessary by IDV

- Deployment of new versions of the Software, either in the form of minor or major releases of the Visual Command Center, will be performed by IDV approximately quarterly at its sole discretion

- In the event IDV is hosting a customized Visual Command Center solution ("Customized Solution") on behalf of Client, the deployment of new Software updates or upgrades may introduce errors ranging in severity from minor to critical. Prior to deploying new Software updates or upgrades to a Customized Solution, IDV will provide an estimated cost and seek Client’s approval to proceed. In the event Client elects not to proceed, any errors related to running an older version of Software will not be counted against any IDV service level requirements

V. SERVICE LEVEL AGREEMENT (HOSTED OPTION)

System down-time. System down-time will be less than 1% per month. Down-time excludes scheduled maintenance, data feed availability issues, performance (speed of response) issues, general Internet issues

Error Classifications. At such time as Client reports to contractor any Error in the Software, IDV shall designate such Error in good faith (which IDV shall not modify or re-designate without Client’s prior written consent) using the following definitions as guidelines:

“Critical”: A major component of the Software is non-responsive or unavailable. Critical errors exclude problems caused by elements not under IDV’s control including third party data feeds, the Internet or problems caused by customer action or environment.

“Major”: A major component of the Software is functioning in a manner that substantially impairs Client’s use of the Software. Major errors exclude problems caused by elements not under IDV’s control including third party data feeds, the Internet or problems caused by customer action or environment.

“Minor”: A component of the Software isn’t functioning as it is designed to function but the Error doesn’t significantly impede Client’s use of the Software or there is a reasonable Workaround.

Service Level Requirements
In the event Client reports to IDV any Error in the Software, IDV will respond and provide either a Resolution or Workaround to an Error within the time frame for the applicable Severity Level as set forth in the chart below (collectively, the “Support SLAs”).
<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Response Time</th>
<th>Updates</th>
<th>Resolution/Workaround Time</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Within 1 Hour</td>
<td>Every 2 Hours</td>
<td>8 Hours for Resolution/Workaround</td>
<td>In the event the resolution/workaround introduces substantial issues with the function of the major component that require changes in the Software, IDV will use good faith efforts to issue a software fix within the next scheduled maintenance release.</td>
</tr>
<tr>
<td>Major</td>
<td>Within 4 Hours</td>
<td>Every Business Day</td>
<td>2 Business Days for resolution or Workaround</td>
<td>In the event the resolution/workaround introduces substantial issues with the function of the major component that require changes in the Software, IDV will use good faith efforts to issue a software fix within the next feature release.</td>
</tr>
<tr>
<td>Minor</td>
<td>Within 1 Business Day</td>
<td>Every 2 Business Days</td>
<td>Prioritize resolution for future maintenance or feature release.</td>
<td></td>
</tr>
</tbody>
</table>

VI. Visual Command Center Upgrade Path and Product Lifecycle

IDV Solutions (IDV) is committed to providing our customers with excellent product support, industry-leading features and capabilities, and a platform that enables their command center to be of strategic value to their organization. Our Visual Command Center product has continued to evolve and mature over the past few years, and we have a strong roadmap in place for keeping pace with the needs of our customers and the ever-changing technology landscape.

In order to meet our customers’ needs and fulfill the commitments above, IDV needs to phase out support for older versions of our products in order to adequately apply resources to current versions. Please refer to the Lifecycle Matrix below for a long-term view of Visual Command Center’s plan for product support.

a. Lifecycle Milestones Definitions:

**General Availability (GA)** – The date when a new product release may be ordered and deployment or upgrade planned.

**Provisional Support Period (PSP)** – The date that signifies when a specific product release will have no further code-level maintenance other than security-related updates. Code-level maintenance is typically delivered in the form of Minor Versions, Service Packs, or Hotfixes.

**End-of-Life (EOL)** – The date that signifies when security-related hot fixes, formal product support and product downloads will no longer be available. Customers in good standing may continue to contact Product Support with questions, but IDV will no longer prioritize responsiveness within our SLA policy. Solutions to issues may only be possible by following an upgrade or migration path to a generally-available version.
### Lifecycle Matrix:

<table>
<thead>
<tr>
<th>VCC Product Version</th>
<th>GA</th>
<th>PSP</th>
<th>EOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>April, 2014</td>
<td>April, 2016</td>
<td>December, 2016</td>
</tr>
<tr>
<td>4.0</td>
<td>April, 2015</td>
<td>April, 2017</td>
<td>December, 2017</td>
</tr>
<tr>
<td>4.5</td>
<td>October, 2015</td>
<td>October, 2017</td>
<td>April, 2018</td>
</tr>
<tr>
<td>5.0</td>
<td>April, 2016</td>
<td>April, 2018</td>
<td>December, 2018</td>
</tr>
<tr>
<td>5.5</td>
<td>November, 2016</td>
<td>November, 2018</td>
<td>April, 2019</td>
</tr>
<tr>
<td>6.0</td>
<td>August, 2017</td>
<td>August, 2019</td>
<td>April, 2020</td>
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