

EXARI® SUPPORT PLANS

	STANDARD	ENHANCED	PREMIUM
Support hours ¹	8 hrs. / day	16 hrs. / day	24 hrs. / day
Online Knowledge Base	✓	✓	✓
Online Support Portal	✓	✓	✓
Phone support			✓
Number of Customer Designated Representatives	2	3	4

Medium Severity Errors²

Initial response within	At Exari's discretion	4 support hours	2 support hours
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High Severity Errors³

Initial response within	3 support days	2 support hours	2 support hours
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Critical Severity Errors⁴

Initial response within	4 support hours	1 support hour	1 support hour
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¹Support hours do not include weekends or Exari's observed holidays. Timeframes in this table are contingent on Exari obtaining remote access to the Customer environment and promptly receiving all reasonably requested Customer assistance.

²Minor or cosmetic flaws.

³Major software malfunction for which a workaround is available.

⁴Major software malfunction for which no workaround is available.