SUPPORT SERVICES SCHEDULE

Version: October 7, 2025

1. DEFINITIONS

All capitalized terms used but not defined in this Support Services Schedule shall have the meaning given in the Agreement. In this Support Services Schedule:

1.1 "**Directed Hours**" has the meaning given in Section 5.1.1(a)(i).

1.2 "**Enhanced Services**" has the meaning given in Section 5.1.

1.3 "**Initial Month**" means the Month in which the Schedule Effective Date occurs.

1.4 "**Maintenance**" means any upgrades, fixes, patches, amendments, changes, alterations, modifications or other improvements to Software Services and made generally available to other customers of Varicent.

1.5 "**Quarter**" means each of the successive periods of three Months each, commencing on the Schedule Effective Date.

1.6 "**Schedule Effective Date**" means the date in which Customer first accesses Software Services pursuant to the Agreement.

1.7 "**Service Availability**" means the uptime of Software Services and is measured by subtracting from total minutes in a Month, the total minutes of Service Interruption in such Month commencing from the time Varicent receives a Support Ticket from Customer notifying Varicent of the Service Interruption, divided by the total minutes in such Month, and then multiplied by 100.

1.8 "**Service Credit**" has the meaning given in Section 2.1.

1.9 "**Service Interruption**" means the period of time that Software Services is either: (a) not available for Customer login; or (b) substantially not functioning, but excludes any downtime resulting from any (i) Maintenance; (ii) failures caused by any act or omission of Customer, its Affiliates or Authorized Users; or (iii) outages of third party data sources, connections, utilities or services or other reasons beyond Varicent's control.

1.10 "**Severity Level**" has the meaning given in Section 3.1.

1.11 "**Standard**" has the meaning given in Section 2.1.

1.12 "**Support Service Hours**" means 9:00am-5:00pm Monday to Friday in Customer's domicile as set out in the applicable Order.

1.13 "**Support Ticket**" means any request submitted to Varicent's support ticketing system requesting Support Services or advising of a Service Interruption.

1.14 "**TAM**" the technical account manager assigned by Varicent to provide any Enhanced Services.

1.15 "**Technical Support**" has the meaning given in Section 3.1.

2. AVAILABILITY STANDARD

2.1 Following the Initial Month, Varicent will use commercially reasonable efforts to ensure the Service Availability for Software Services during any Month is at least 99.9% (the "**Standard**"). If Varicent does not meet the Standard in any Month (other than the Initial Month), Varicent shall apply a credit (a "**Service Credit**") for the portion of Fees for Software Services attributable to such Month on a pro-rated basis, as follows:

Service Availability	Service Credit
Less than 99.9% to greater than or equal to 99%	2%
Less than 99% to greater than or equal to 95%	5%
Less than 95%	10%

For example, if annual Fees for Software Services equals $200,000 and in the Month of June there are 600 minutes of Service Interruption, the Service Credit applicable shall be calculated as follows:

- (43,200 [total minutes in a 30-day month]) - (600 [Service Interruption]) / 43,200 = 0.986 [Service Availability for the Month is 98.6%]
- $200,000 / 12 months = Monthly Fees of $16,666.66
- Service Credit applicable is $833.33 (5% of $16,666.66)

2.2 Despite Section 2.1 of this Schedule, to be eligible to receive a Service Credit, Customer must submit a Support Ticket for failure to meet the Standard within three business days following the end of the Month in which the Service Interruption occurred. Any Service Credits incurred shall be applied to the next invoice for Software Services issued to Customer. Service Credits may not be exchanged for, or converted to, monetary amounts. This Section 2 states Customer's sole and exclusive remedy for any failure by Varicent to meet the Standard.

3. TECHNICAL SUPPORT

3.1 Varicent will provide technical support and troubleshooting assistance ("**Technical Support**") during the Support Service Hours. Requests for Technical Support must be submitted by Customer by issuing a Support Ticket to Varicent. Customer must assign a severity level (a "**Severity Level**") for each Support Ticket based on the following guidelines. Varicent will endeavor to respond to a Support Ticket during Support Service Hours in accordance with the following response timelines:

		ICM Only			
Severity Level	Severity **Description**	**Growth SLO**	**Business SLO**	**Premier SLO**	**Response Time Coverage**
1	**Critical business impact/service down**: A Service Interruption to Software Services or all critical features and functionality of Software Services are not functioning.	Within 1 Hour	Within 45 Minutes	Within 30 Minutes	24x7x365
2	**Significant business impact**: A feature or function of Software Services is severely restricted in its use, resulting in a significant impact on Customer's business operations. Customer is in jeopardy of missing business deadlines.	Within 90 Minutes	Within 1 hour	Within 45 Minutes	24x7x365
3	**Minor business impact**: A feature or function of Software Services is not performing in accordance with the Documentation but does not result in a critical impact on Customer's business operations.	Within 2 hours during the Support Service Hours	Within 90 Minutes during the Support Service Hours	Within 1 hour during the Support Service Hours	During Support Service Hours
4	**Minimal business impact**: An inquiry or non-technical request.	Within 3 hours during the Support Service Hours	Within 3 hours during the Support Service Hours	Within 2 hours during the Support Service Hours	During Support Service Hours

3.2 Despite any other term in this Support Services Schedule, Varicent shall have no obligation to provide Support Services to address issues caused by factors outside of Varicent's direct control, such as (a) modifications to Services requested by Customer or not approved by Varicent; (b) use of Services by Customer in violation of the terms of this Agreement or Documentation; (c) any extension developed to meet Customer's technical specifications not described in the Documentation; or (d) Customer's bundling, combining, integrating or interfacing Services with any non-Varicent products, processes, software, hardware or materials (unless expressly authorized by Varicent).

4. REQUESTING SUPPORT

4.1 To obtain Support Services, Customer must submit a Support Ticket. Varicent shall assign a unique case number to each Support Ticket.

4.2 If submitting a Support Ticket of Severity Level one, Customer must also (a) set the Severity Level on the Support Ticket to state: "Sev 1 – Critical Impact/Service Down;" or (b) email support@varicent.com and state "Sev1" in the subject line, failing which the Support Ticket shall not be considered a Severity Level one Support Ticket.

4.3 To speak directly with a member of Varicent's Support Services team, Customer must email support@varicent.com and state "Call Me" in the subject line and a member of Varicent's Support Services team shall promptly respond.

5. ENHANCED SUPPORT

5.1 Customer may purchase enhanced Support Services ("**Enhanced Services**") for additional Fees. Enhanced Services are described below and, if ordered, will be specified in an Order.

5.1.1 **VIP**. VIP includes the following:

(a) Varicent will assign a TAM who may assist with the following activities, as directed by Customer:

(i) Analyze and review with Customer each Month the performance, platform metrics, usage reporting and support ticket management relating to Software Services;

(ii) Review the impact and potential optimization of new features and bug fixes of Software Services in an account-specific manner. Varicent shall share product roadmaps so that decisions regarding upgrades and migration plans can be made by Customer in a forward-thinking manner. As appropriate, the TAM shall internally advocate for product features which may benefit Customer's organization. The TAM may also assist with data model modernization initiatives;

(iii) Support Customer from an administrative and maintenance perspective by providing annual insights regarding model clean-up and organization, change management and process improvements. Customer shall also receive a holistic Software Services performance assessment touching on model performance, areas of improvement for calculation time and scalability of product adoption; and

(iv) Help Customer enable established product and architecture best practices, provide ad hoc guidance with respect to new product functionality and review designs for Customer's proposed model changes. Upon request the TAM may also act as a general liaison and assist with issue investigation, root cause analysis and resolution.

(b) The number of TAM hours Customer receives each Quarter ("**Directed Hours**") will be outlined in an Order. Directed Hours expire at the end of each Quarter; however, Customer may transfer up to ten percent of any unused Directed Hours to the next Quarter.

[End of Support Services Schedule]