

GDI Support policies for Ublion Document AI

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Definitions

- “Business Day” means Monday through Friday in Customer’s local time zone.
- “Business Hours” means 9:00 a.m. to 5:00 p.m. on Business Days.
- “Ublion” means GDI’s Document AI and document data pipelines running on LEFT Connect Cloud Service.
- “Documentation” means the documented guidance of the Supported Software.
- “Issue” means a failure of the Supported Software to conform to the specifications set forth in the Documentation, resulting in the inability to use, or material restriction in the use of, such Supported Software.
- “Maintenance Release” means a revision of the Supported Software made generally available by GDI to its end-user customers to correct Issues in the Supported Software or to maintain the operation of the Supported Software in accordance with the documentation.
- “Support Request” means a support request or Issue submitted by Customer as described in this Support Services Policy.
- “Support Services” means the maintenance and support services purchased by Customer and described in this Support Services Policy.
- “Supported Software” means the supported versions of Ublion components, as set forth in the Supported Versions.
- “Update” means a software modification or addition that, when made or added to the Supported Software, corrects the Issue.
- “Workaround” means a procedure or routine that, when observed in the regular operation of the Supported Software, eliminates the practical adverse effect of the Issue on Customer.

Support Services

- **Applicability.** This Support Services Policy applies to all levels of Support Services for Ublion subscriptions, except to the extent that variations are specifically described herein.
- **Customer Support Channels.** GDI shall provide the Support Services through its online customer support portal (“Support Portal”). Following submission of a Support Request, GDI will communicate with Customer using email, the Support Portal, or video conferencing. During the submission process, Customer may assign a priority level to an Issue, however, GDI may re-assign the priority level in its sole discretion, based on the priority level definitions below and following discussion with Customer regarding the reason for the re-assignment. Any necessary telephone support discussions will be scheduled in advance at a time mutually agreed by the parties and for durations and at a frequency that is commercially reasonable for GDI. Support Services will be provided in English.
- For Platinum-level Support Service, GDI also will provide a direct phone line for P1 Support Requests in addition to standard communication channels.

- **Hours of Operation.** Customer may submit Support Requests twenty-four (24) hours a day, seven (7) days per week.
- **Support Request Prioritization & GDI Actions.** Support Requests will be categorized by priority level in accordance with the following definitions, and GDI will take the following corresponding actions:

Priority level	Definition	GDI Actions
P1	Priority one means that, due to an Issue, (i) the production system is severely impacted or completely shut down, or (ii) the production system operations or mission-critical applications are down.	GDI will: (i) assign specialists to work continuously to correct the Issue; (ii) provide ongoing communication on the status of an Update or Issue resolution; and (iii) simultaneously begin work to provide a temporary Workaround or fix.
P2	Priority Two means that, due to an Issue, (i) the production system is functioning with limited capabilities, or (ii) the production system is unstable with periodic interruptions. An Issue relating to a non-production application may be classified as P2 provided that the Issue is related to an application in the final stages of development and is either blocking all other development efforts and/or putting the release milestone at risk, and missing such milestone would have a significant impact on Customer's business.	GDI will: (i) assign specialists to correct the Issue; (ii) provide regular communication on the status of an Update or Issue resolution; and (iii) simultaneously begin work to provide a temporary Workaround or fix.
P3	Priority Three means (i) there are Issues with workaround solutions in fully operational production systems, (ii) there are Issues in non-critical functions, (iii) there is a time-sensitive Issue affecting performance or deliverables, or (iv) a major subsystem under development cannot proceed due to an Issue.	GDI will assign specialists to be available during local Business Hours until the Issue is resolved or a Workaround is in place. For issues in Third Party Software, GDI will use reasonable efforts to liaise with the applicable project steward.
P4	Priority Four means (i) there is a need to clarify procedures or information in documentation, (ii) there is a request for a product enhancement or new feature, (iii) cosmetic or non-functional Issues; or (iv) issues in the documentation.	GDI will triage the request, provide clarification where possible, and may include a resolution in a future maintenance release.

- **Responses.** A "Response" is an initial reply to a Support Request. "The Target First Response Times" shall be measured by the elapsed time between GDI's receipt of a Support Request and the time GDI

begins to address it by responding and initiating communication with Customer about the Support Request. The actual time required to fully resolve an Issue or request, if full resolution occurs, may be longer than the Target First Response Time. Customer understands and agrees that full resolution of an Issue is not guaranteed and may not occur.

Target First Response Times

Level	Bronze	Silver	Gold	Platinum
	Business days	Business days	Business days	24/7
P1	<4 hours	<2 hours	<30 minutes	<30 minutes
P2	<8 hours	<4 hours	<2 hours	<2 hours
P3	<16 hours	<16 hours	< 8 hours	<8 hours
P4	<32 hours	<16 hours	<16 hours	<16 hours

- Updates and Maintenance Releases.** GDI will use commercially reasonable efforts to provide an Update or Workaround designed to solve or bypass a reported Issue, in accordance with the tables in sections above. Customer will use commercially reasonable efforts to install and implement Maintenance Releases for the installed version of the GDI Platform as such Maintenance Releases become available. An Update or Workaround may be provided in the form of a temporary fix, procedure or routine, to be used until a Maintenance Release containing an applicable Update is available. GDI will make Maintenance Releases available to Customer if, as and when GDI makes any such Maintenance Release generally available to its customers.
- Customer Responsibilities.** GDI's provision of Support Services depends upon Customer fulfilling the following responsibilities with respect to each Issue: (a) Customer making reasonable efforts to resolve the Issue before reporting the Issue to GDI, including having the Issue reviewed by the representative of Customer that submits the Support Request; (b) Customer providing GDI with sufficient information, including a description of the issue, changes made preceding its occurrence and any reproducible test cases requested by GDI; (c) Customer making commercially reasonable efforts to install any applicable Maintenance Releases for the installed version of the GDI Platform as such Maintenance Releases become available; (d) Customer procuring, installing and properly maintaining all equipment, network connections, communication interfaces and other hardware necessary to operate the Supported Software; and (e) (For P1 and P2 Issues only) Customer designating personnel resources to provide necessary diagnostic information and engage with GDI until an Update or Workaround is made available.
- Escalation.** If Customer does not receive GDI's Response within the applicable Target Initial Response Time, Customer may escalate the Support Request to GDI Support Team Management. An escalation ticket can be opened by setting the Support Request priority to "Escalation" in the support portal.

Exclusions

Notwithstanding anything to the contrary in this Support Services Policy or the Agreement, GDI is not obligated to continue work on a Support Request when GDI determines that: (a) the Supported Software has been changed or modified (except if by GDI or under the direct supervision of GDI); (b) the reported issue has been caused by a hardware malfunction, the configuration of the operating environment or data center, network latency or causes in Customer's environment beyond the reasonable control of GDI; (c) the reported

issue has been caused by third party software not provided by GDI; or (d) Customer has not made reasonable efforts to install and implement in a timely manner all available Maintenance Release(s) for the installed version of Supported Software.

Customer Success Technical Architect

Gold and Platinum Only. As part of Gold and Platinum-level Support Services, GDI shall assign a named customer success technical architect to your account. The Technical Architect has deep product expertise with deep awareness of your business needs to proactively guide your technical roadmap and facilitate other services across GDI, including product, Support Services, and professional services. The Technical Architect responsibilities do not encompass the more detailed implementation guidance provided through GDI Professional Services.

The Technical Architect responsibilities are driving you through the purchased Ublion services - e.g. training, development, professional services and support. With the Technical Architect you can discuss topics related to:

- Project management
- Development of GDI Platform-related components
- Architecture and configuration choices
- Best practices for Ublion monitoring, automation and integrations
- Upgrade and migration planning
- Speed on product releases
- Best solutions for your needs
- Production incidents
- Roadmap priorities

Extended Support for customer-specific developed Software and Connections (AppS)

Gold and Platinum Only. As part of Gold and Platinum-level Support Services, GDI will provide extended Support Services ("Extended Support") for Supported Software (Platform, Connections (Apps)) for 1 year from the date of general availability. Extended Support is subject to the following conditions:

- GDI will provide code fixes as a cumulative patch. Each new code fix will be built upon all other code fixes available for the release.
- Code fixes will be limited in scope, with priority given to fixes without Workarounds that are related to either security, data loss, or stability.
- Extended Support is limited to use cases and deployments of Supported Software and will not include support for new deployments, or new use cases of existing deployments, that use versions of Supported Software in the extended support window.

Proactive Support

Proactive Support will be available from Q3-2021 and is an additional Ublion product that provides customers with intelligent alerts and monitoring dashboards. Proactive Support can be enabled on request and customized /configured on each Ublion service to regularly send data to GDI servers for storage and aggregation.

Changes to Support Services

This Support Services Policy may be updated from time to time in GDI's sole discretion, provided that any such updates will not materially reduce the level of Support Services during Customer's subscription term.