TECHNICAL SUPPORT GUIDE

This Technical Support Guide describes the provision by ServicePilot to Customer of Maintenance Services for the Software during the Maintenance Period.

Capitalized terms are defined in the ServicePilot End User License Agreement ("EULA").

1. PROVISION OF MAINTENANCE SERVICES

ServicePilot agrees to provide Software support for the duration of the Maintenance Period in consideration of the payment by Customer of applicable maintenance fees and subject to the proper and authorized use by Customer outlined in the EULA. If the Maintenance Period has lapsed or the Customer has elected to discontinue Maintenance Services, technical support is not available. Customer with lapsed Maintenance Period is eligible for Maintenance Services reinstatement subject to subscription of an upgrade. Contact your sales representative to request an upgrade quote.

2. DESCRIPTION OF MAINTENANCE SERVICES

2.1. Technical phone support

Technical phone support is available in the normal business hours of the region of purchase.

2.2. Knowledge database access

ServicePilot maintains a knowledge database on its website, containing articles on identified issues and their suggested workarounds. The knowledge database can be accessed by Customer here: https://www.servicepilot.com/en/questions.

2.3. Online support

In the event that Customer encounters a problem while using the Software, the Customer can send an email to support@servicepilot.com to open a ticket.

Once a request regarding an issue with the Software (hereinafter a "**Ticket**") has been completed and submitted on the online technical support page, the Customer will be issued a Ticket number. ServicePilot will address issues identified in Customer Tickets as soon as possible taking into account the nature of the reported issue, other open Tickets and available resources of ServicePilot. The response from the ServicePilot technical support team will be sent at the email address provided by Customer in the appropriate field of the Customer Ticket.

Information provided by customer for the issue of a Ticket must be complete, timely and accurate and especially provide the following minimal information:

    - Detailed description of the issue;

- Critical error information creating issue for reproduction by ServicePilot

-Detailed description of the Customer environment, including, but not limited to, the operating system, the hardware configuration, any other software running on the same environment as the Software, when requested;

-Any information, document or file that ServicePilot deems necessary for the diagnosis of the issue, when requested.

2.4.   Patches, bug fixes and updates

During any Maintenance Period, Customer is eligible for the latest Software version release available. If the latest Software release does not correct the issue, ServicePilot may provide Customer with executable modules, replacement files, patches, bug fixes or Software updates as deemed necessary by ServicePilot. Such patches, bug fixes and Software updates are released at ServicePilot's sole discretion and are made available for download on the ServicePilot website. Except if advised by ServicePilot not to do so, Customer shall install all updates related to the Software as and when released by ServicePilot.

3.   MANAGEMENT OF TECHNICAL SUPPORT

3.1.   Issues covered by technical support

ServicePilot shall provide technical support to Customer for the following issues:

- Software functionalities, features, specifications and/or requirements do not function as stated in the Software Documentation as published and updated from time to time by ServicePilot under normal conditions of use;

- The Software is not functioning in compliance with its Documentation in an environment stated as supported by the Software in the Software Documentation.

ServicePilot will be entitled to refuse to provide any support to Customer for all other types of issues, and in particular:

- The Software environment, including, but not limited to, the operating system, is different from the one stated as required and/or supported by the Documentation;

- Any issue arising from a specific use of the Software by Customer and which the Software was not designed for;

- Any issue arising from the action or operation of the Software in combination with other software developed by any supplier other than ServicePilot;

- Issues resulting from hardware malfunction (including operating system malfunction);

- Issues related to any other software than the Licensed Software;

- Issues arising from the improper use or operation of the Software or the hardware equipment, whether provided by ServicePilot or its third party Partners;

- Issues arising from the use of a non-supported version of the Software, including all relevant updates;

- Issues arising from any modification or alteration of the Software by any party other than ServicePilot;

- Issues which cannot be reproduced by ServicePilot.

ServicePilot will also be entitled to refuse to provide any support to Customer:

- For non-supported versions of the Software and/or if Customer is unwilling to install the latest update of the Software (or the required environment of the Software including, but not limited to, the required operating system);

- If Customer fails to implement recommendations in respect of, or solutions to issues previously addressed by ServicePilot in relation to the same type of issue;

- If Customer does not provide information required by ServicePilot, and in particular such information as is mentioned at article 2.3.

3.2.   Reporting an issue

3.2.1. Pre-investigation of the issue

In order for ServicePilot to provide support for the Software, it is necessary for Customer to use all the support tools at Customer's disposal before contacting the ServicePilot online support. In the event that Customer experiences an issue with the Software, Customer shall:

- Check the Software Documentation for an available solution if the issue is related to the features, specifications and/or requirements of the Software; and

- Check the ServicePilot knowledge base for a possible "known issue" and its recommended workaround or solution.

If such investigation proves fruitless, Customer may contact the ServicePilot online support as specified in article 2.1.

3.2.2. Criticality of the issue

Once the ServicePilot online support opens a Ticket for Customer, it will use available resources to try and provide Customer with a solution to the issue.

If additional information is required in order to investigate the issue, Customer shall provide it to ServicePilot in a timely fashion.

If the issue is not covered by Maintenance (if the Customer is not duly Licensed to use the Software, or has failed to pay Maintenance fees when due, or is not using the Software as intended in the Documentation), or when the issue is solved, ServicePilot will refer the Customer to the ServicePilot sales department to provide an upgrade maintenance quote, before support will be issued.

If the issue is a known issue, ServicePilot will provide Customer with:

- a suggested solution to the issue (if available) at the time the Ticket is opened;

Or, if no solution is available:

- the then current status of the issue, the steps taken by ServicePilot to solve the issue and, to the extent possible, an estimate of the time before a solution or a workaround is made available to Customer.

If the issue is not a known issue, ServicePilot will evaluate the criticality level of the issue:

- "**Blocking Issue**": the Software or one of its features or essential functionality is not functioning. The Software cannot be operated.

- "**Major Issue**": the Software or an essential functionality does not function as indicated in the Software Documentation, severely reducing productivity or performances of the Software. The Software can be operated partially or in a restricted fashion.

- "**Minor Issue**": the Software problem is causing an inconvenience to Customer or is aesthetic or requires an adaptation of the Documentation.

ServicePilot does not represent nor warrant (i) that the ServicePilot Maintenance Services or technical support will enable ServicePilot of Customer to correct all issues, errors, bugs, malfunctions, or other problems met by Customer in relation to the Software, or (ii) that the Software will function without error or interruption.

ServicePilot will attempt to solve the issues with the Software in a timely fashion, as assessed by ServicePilot based on issue criticality and on a best efforts basis. ServicePilot reserves the right to delay the release of some updates, especially related to Minor Issues, in order to deploy them in a single patch.

ServicePilot reserves the right to abandon attempts at correcting a Minor Issue if and when the cost of doing so is are likely to be excessive or the benefits to ServicePilot's customer base at large are likely to be negligible, at ServicePilot's absolute discretion.

ServicePilot shall communicate to Customer the fixes and improvements made to the Software by releasing patch notes detailing update.