SUPPORT SERVICES EXHIBIT

1. **Introduction**

   This Support Services Exhibit sets out the Support Services to be provided by Tessian to Customer and should be read in conjunction with the Terms and Conditions available at: https://www.tessian.com/wp-content/uploads/2020/07/Terms-and-Conditions.pdf. Unless defined herein, capitalized terms used in this Support Services Exhibit will have the meaning given to them in the Terms and Conditions.

2. **Helpdesk**

   2.1   Tessian will make available a helpdesk to Customer in accordance with the provisions of this Support Services Exhibit.

   2.2   Customer may use the helpdesk for the purposes of requesting and, where applicable, receiving the Support Services. Tessian will ensure that the helpdesk is accessible by email and web portal. The Support Services will be provided remotely, unless the parties otherwise agree in writing.

   2.3   Tessian will ensure that the helpdesk is operational and adequately staffed during Normal Business Hours during the Subscription Term.

3. **Response and resolution**

   3.1   Tessian, acting reasonably, will categorize all reported issues in accordance with the following table:

Category	Definition
Critical	the Software is inoperable or a core function of the Software is unavailable
Serious	a core function of the Software is significantly impaired
Moderate	a core function of the Software is impaired, where the impairment does not constitute a serious issue; or a non-core function of the Software is significantly impaired
Minor	any impairment of the Software not falling into the above categories; and any cosmetic issue affecting the Software

   3.2   Tessian will use all reasonable efforts to respond to requests for Support Services promptly, and in any case in accordance with the following time periods:

Category	Response Time Frame after Receipt of a Request
Critical	8 Business Hours
Serious	1 Business Day
Moderate	4 Business Days
Minor	8 Business Days

4. **Diagnostic Logs**

4.1   Customer agrees that Tessian is entitled to remotely pull diagnostic logs from Authorised Mailboxes. These diagnostic logs may be used by Tessian in providing support for the resolution of such issues and in order to make general improvements to the Services.

5. **Local Software**.   As part of the Support Services, Tessian will provide support for: (i) the installation and provision of each Latest Version of the Local Software by Customer; and (iii) advice during Normal Business Hours on Customer's installation of the Local Software and each Latest Version of the Local Software.

6. **Limitations on Support Services**.   Tessian will have no obligation to provide Support Services in respect of any issue caused by (a) the improper use of the Software by the Customer; or (b) any alteration to the Software made without the prior consent of Tessian.