



## Maintenance and Support Addendum

(Last Updated: March 29, 2021)

This Maintenance and Support Addendum (this “**Support Addendum**” or “Support Agreement”) describes the maintenance and support services that Vitria provides to its End User under a certain agreement licensing Vitria software and referencing this Support Addendum (the “**Agreement**”) between Vitria and the End User. All capitalized terms used herein but not otherwise defined shall have the meanings ascribed thereto in the Agreement. The terms and conditions herein are in addition to the Agreement and are hereby incorporated into the terms of the Agreement. In the event of any conflict or inconsistency between the terms of this Support Addendum and the Agreement, the terms of the Agreement shall apply, except where a term of the Agreement is expressly modified or excluded by the terms of this Support Addendum.

### 1. DEFINITIONS

“ <b>Documentation</b> ”	Shall mean any and all documentation from time to time made generally available by or on behalf of Vitria to End User that describes the features, functions, operation, and performance of the Vitria software programs listed in the Agreement.
“ <b>End User</b> ”	Shall mean a customer who purchases a valid, current license to the Product.
“ <b>End User Technical Contact(s)</b> ”	Shall mean the technical support contact(s) that has/have been designated by the End User, and communicated to Vitria, for Support Services to be provided.
“ <b>Fix</b> ”	Shall mean a modification to existing functionality of the Product to correct a known Issue.
“ <b>Issue</b> ”	Shall mean an error, question, incident, or other issue which affects the primary usability of the Product.
“ <b>Issue Closure</b> ”	Shall mean, for an Issue, when a condition listed under Section 2.c.(8) of this Exhibit A to close the Issue has been met or a determination that no Resolution for the Issue can be achieved despite commercially reasonable efforts have been made by Vitria. An Issue for which either such condition has been met or a determination that no Resolution is possible has been made, is deemed to be “Closed.”
“ <b>Major Product Release</b> ”	Shall mean a release of the Product that may include Fixes, maintained current functionality, and/or other minor enhancements, identified as an increment in either of the first two digits of the release number [(x).(x).x]
“ <b>Normal Working Hours</b> ”	For U.S. End Users: Monday through Friday, 9AM to 5PM PST (Pacific Standard Time)* For EMEA/Asia End Users: Monday through Friday, 9AM to 5PM GMT (Greenwich Mean Time)*  *excluding civic or statutory holidays observed where assigned support resources are located.
“ <b>Operating Platform</b> ”	Shall mean the specific items of computer hardware upon which the Product is used and the related operating system software.



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<b>“Product”</b>	Refers to the Vitria software program listed in the Agreement. “On-prem Product” for the on-premise version of the Product and “SaaS Product” for the hosted, software-as-a-service version of the Product.
<b>“Resolution”</b>	A final disposition of a registered Issue, which may include, but is not limited to, delivery of a Work-around, Fix, Restoration, general advice and direction from Vitria assisting with the use of the Product, or if none of the foregoing can be achieved despite commercially reasonable efforts, a determination that no solution will be delivered for the Issue. An Issue for which a Resolution is provided is deemed to be “Resolved.”
<b>“Restoration”</b>	Shall mean restoring the End User’s use of the Product to the pre-Issue operational condition, or as close as possible to such condition, before the Product outage occurred.
<b>“Site”</b>	Shall mean the End User location where the Product has been originally installed.
<b>“Software Point Releases”</b>	Is an interim Product release to address recently discovered Issues. Depending on the urgency and difficulty of resolving an Issue, a Software Point Release, which is first extensively tested, may be released as soon as it becomes available and will be a “point” release.
<b>“Support Services”</b>	Shall mean maintenance and support services that will be rendered as a part of the Support Addendum which include provision of any enhancements, modifications, updates, corrections, or a subsequent release or version of the Product that Vitria generally makes available for its licensees for the Product at no additional fee, and any email, telephone, and web portal supports.
<b>“Version Upgrade”</b>	Is a Major Product Release with addition of new major functionalities and/ or applications and will be an x point release.
<b>“Work-around”</b>	Shall mean a temporary solution to address an Issue. A Work-around may be non-optimal and may require that an end user perform additional steps and may result in minor degradation in the functioning of the Product.

## 2. MAINTENANCE AND SUPPORT SERVICES

### a. Coverage

Support Services will be provided to the End User in accordance with the Agreement and subject to the terms and conditions hereof for Product that is under a valid license with Vitria and is the current version generally offered by Vitria. For Product under a valid license with Vitria but is not the current version generally offered by Vitria, Support Services will be provided for such Product for two years from the release date of such version. Vitria will provide Support Services to the End User solely through the End User Technical Contacts.

For Product hosted on the End User’s premises, or otherwise not hosted on Vitria’s SaaS infrastructure, all Support Services are provided remotely via the End User Technical Contact, who shall be solely responsible for all operations performed on End User systems. Vitria will provide instructions and guidance for such Support Services via email, phone, screen sharing, etc.



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For End User systems hosted on Vitria's SaaS infrastructure, all Support Services are provided in consultation with End User Technical Contacts, but Vitria Support Services will access the systems directly.

### b. Standard Exclusions

Support Services of the Product is limited to the Product as shipped and configured in accordance with Vitria Documentation and with an unmodified database schema. Any unauthorized modification or configuration to the Product or database schema is not permitted by Vitria will invalidate this Support Addendum. Support Services do not apply to any item or matter including, but not limited to, the End User's:

- 1) Operating software pertaining and delivered with devices such as, by way of example only, personal computers, database computers and similar devices, which operate in conjunction with the Product but are equipped with operating software not produced by Vitria. Should such devices exist, Vitria's responsibility under this Support Addendum is limited to the Product that is loaded within such devices but not the devices;
- 2) Custom software and third-party software developed by End User or a third party (including any software developed by End User or a third party based on sample-only custom software developed by Vitria or using or referencing Vitria Toolkits and API's);
- 3) Local area networks and wide area networks, including router and remote access links and other network connectivity;
- 4) Database administration and support, relating to database installations, upgrades, and data backups/restores (for Product hosted on the End User's premises);
- 5) Operating platform administration and support, for example, installations, hardware diagnostics, patch maintenance;
- 6) Network element management systems, network elements and associated firmware; and
- 7) Business processes, methods and procedures, or custom training courseware.

### c. Support Process

Vitria will provide Support Services 24x7x365 as follows:

- 1) Support Services Response Time - Vitria will provide an acknowledgment, initial response, updates, and resolution with the End User as indicated below in Section 5(a) and as commercially reasonable with respect to the severity of an Issue. Issue severity and response times are defined herein.
- 2) Support Services Agent Assignment - Each support request will be assigned by Vitria to a Vitria Support Services agent, who is responsible for all communication with the End User and diagnosis and Resolution of the Issue.
- 3) One Issue Per Ticket - Only one issue will be worked per support request by Vitria Support Services. If an additional Issue is discovered during triage and diagnosis of an Issue, either the End User or the Support Services agent will open a new support request for the additional Issue.
- 4) Communication Method - All communications between the End User and Vitria, whether occurring through E-mail, Vitria's Support Portal, or captured by audio, video, or screen-share recordings, will be memorialized and tracked via a Support ticket opened for the Issue.
- 5) Major Product Release and Software Point Release Management - Vitria will provide notification of, and access to, new Major Product Releases and Software Point Releases that are generally available with related Documentation where it exists as part of Vitria's Support Services. The End User is entitled to access and use licensed enhanced functionality present in Software Point Releases or Major Product Releases with a valid license to the Product.
- 6) Issue Diagnosis - Vitria will work with the End User Technical Contacts to understand and document an Issue and reproduce it where appropriate. Furthermore:
  - a) End user will provide all log, configuration, and related files and settings required for analysis;
  - b) End User will allow Vitria to view and record the operation of the Product if needed to understand or communicate the nature of the Issue and steps to diagnose and/or remediate it;



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- c) Vitria may request tests be performed, such tests will be performed by the End User Technical Contact;
  - d) In some cases, it may be necessary to wait for non-reproducible, intermittent, problems to re-occur with additional logging enabled. End User Technical Contact will monitor the Product and report to Vitria when it has re-occurred and provide results; and
  - e) When End User systems are hosted on Moogsoft's SaaS infrastructure, VitriaSupport Services will access the systems directly, including logging in via the Product User Interface.
- 7) Responses to Issue - Vitria will provide an explanation of the Issue causes and effects and:
- a) For a Severity-1 Issue, Restoration of Service (RTS) will be provided as Vitria's first priority to End User.
  - b) A Work-around may be provided as a means of reducing the impact of the Issue until a Fix can be provided.
  - c) A Work-around and/or Fix may not be possible where the root cause of an Issue cannot be determined. In this event, Vitria will provide a commercially feasible remediation and will continue to monitor the Issue.
  - d) The End User will test and validate Fixes before installing them in End User's Production environment.
  - e) The End User will validate the Fix in production as soon as possible after installation of the Fix.
- 8) Issue Closure - Support Services will close tickets after consultation with the End User. Conditions to close an Issue include, but are not limited to:
- a) A Fix has been delivered for the Product and verified by the End User.
  - b) A Fix has been agreed upon that will be delivered in a future Version Upgrade.
  - c) A Work-around has been provided that is an acceptable solution to the Issue.
  - d) No further Support Services action is possible due to lack of appropriate diagnostic information where the Issue cannot be reproduced at will.
  - e) An enhancement request has been registered with Vitria product management by Support Services.
  - f) All questions about an Issue have been answered.
  - g) Lack of responses from the End User.
- 9) **Contact Methods**  
All support requests must be registered by the End User Technical Contact to Vitria via Telephone Support, or the Web Portal Support provided at [help.vitria.com](http://help.vitria.com). Once the support request is properly registered with an End User-assigned Severity level, Vitria will assign an appropriate priority level to deconflict competing work. A Support Engineer or Engineers will then be assigned to triage and resolve the issue.

### 3. END USER RESPONSIBILITIES

The End User will support the following key responsibilities upon request:

- 1) Issue Reporting
  - a) Gather information regarding Issue symptom(s).
  - b) Provide steps to recreate the Issue.
  - c) Provide any applicable logs or diagnostics.
  - d) Reasonably determine and provide evidence that it is a Product Issue.
  - e) Disclose any recent changes in the Product configuration, usage, underlying operating platform, environment and/or data that may have caused or contributed to the Issue.
  - f) Register Issue with Vitria Support Services, by the End User Technical Contacts and during the Normal Working Hours.



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- g) Severity-1 and 2 Issues must be registered via both of the following: (1) registered via Web Portal and then (2) reported by phone using the number designated by Vitria above. Lower Severity Issues may be registered via the portal only.
  - h) Participate with Vitria in ongoing Issue information gathering, investigation and analysis.
  - i) Re-test, or validate Vitria Work-around or Fixes.
  - j) Provide access to the End User resources such as, but not limited to, Database, Network, Security and Operating System Administrators responsible for systems running Vitria application(s) supported.
- 2) The End User will remain involved as required by Vitria to assess the feasibility and viability of any proposed Resolution. For a Severity-1 Issue, this may require End User knowledgeable staff to be continuously available 24 hours per day, 7 days per week to aid Vitria in the investigation, analysis and diagnosis of problems and to apply/test any agreed upon Work-around or Fixes or Restoration as soon as they are available from Vitria.
  - 3) Perform all End User required change control steps for process adherence.
  - 4) After Vitria has provided a Work-around or Fix, the End User will use its best efforts to promptly test and apply such Work-around or Fix and provide prompt notification to Vitria of verification or rejection of such Work-around or Fix.
  - 5) Assign appropriate End User Technical Contacts and ensure that such End User Technical Contacts receive adequate Product training in accordance with Vitria's requirements and limit the End User points of contact for Support Services to the End User Technical Contacts.
  - 6) The End User agrees to cooperate with Vitria in the performance of the Support Services hereunder, including, without limitation, providing Vitria with timely access to data, information and personnel of the End User, and the End User acknowledges and agrees that Vitria's performance is dependent upon the timely and effective satisfaction of the End User's responsibilities hereunder and timely decisions and approvals of the End User in connection with the Support Services.

#### 4. MAINTENANCE AND SUPPORT SERVICES MODEL

The following table depicts the available Support Service models for End Users. Gold Level Support is included at no charge with every negotiated license fee. Platinum Level Support that provides an End User-tailored support experience is offered at an additional fee.

Maintenance and Support Service Model and Description	Gold Level Support
Phone support during the Normal Working Hours	✓
Phone support 24 hours per day, 7 days per week (Severity-1s required, Severity-2s)	✓
Unlimited Email Support	✓
Online Self-Service Portal	✓

#### 5. ISSUES SEVERITIES AND RESPONSES

##### a. Issue Severities

Severity levels to registered Issues will be assigned in accordance with the descriptions set forth in the following table.



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		Response Times	
Severity	Description	Acknowledgement & Initial Response Times	Resolution
<b>Severity One (1)</b> Urgent	Critical Issue that severely impacts the use of the Product.  The Product: <ul style="list-style-type: none"> <li>is down or unavailable;</li> <li>can't be accessed or logged into;</li> <li>crashes when restarted; or</li> <li>isn't processing alerts or situations data (or the incoming data is corrupted or lost).</li> </ul>	Within 30 minutes upon contacting the Telephone Support	Vitria will provide a Work-around or Restoration within 4 hours from the Initial Response Time.  Vitria will continue to work with the End User until the Issue is Resolved or Closed.
<b>Severity Two (2)</b> High	An Issue (reproducible) is impacting the major functionality, or is degrading significantly the performance of the Product, but where alerts and situations data are still being processed.  Product is operational but its performance is highly degraded causing major impact on the use of the Product where no reasonable Work-around is immediately available.	Within 4 hours after the Issue is registered	Vitria shall provide a reasonable Work-around, if available, within 16 hours from the Initial Response Time.  If no reason Vitria will continue to work with the End User until the Issue is Resolved or Closed.
<b>Severity Three (3)</b> Normal	A non-critical functionality failure described as intermittent or cannot be reproduced consistently, causing medium-to-low impact on the use of the Product.  Product is operational but certain Product feature or function is defective causing moderate to nominal adverse impact on the use of the Product.	Within 24 hours after the Issue is registered	Vitria will continue to work with the End User until the Issue is Resolved or Closed.
<b>Severity Four (4)</b> Low	An enhancement request, question, or irritant.  No direct system impact on the use of the Product.	Within 48 hours after the Issue is registered	Issues may be addressed in future Product releases.

**b. Hours of Engagement by Severity**

For Severity One (1) - An End User opening Severity-1 tickets is expected to be available to work with Vitria from the time the Issue is registered with Vitria until services are restored, even if this is outside End User's normal business hours. An End User must make any required Subject Matter Experts ("SME") available for assistance during the recovery process. SME examples would include, but not limited to, administrators of: networking, storage, OS, hardware, integrated systems, cloud environments, AIOps itself, etc. If the End User cannot commit to these requirements, the ticket will be downgraded Severity-2 and worked accordingly.

For Severity Two (2) and lower

End User opening Severity-2 or lower tickets will have such tickets be worked during the



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Normal Working Hours of the Support Services agent assigned to the support request. End User can request a reassignment of a request to a different time zone, and Vitria will attempt to honor these requests. However, Vitria may assign any Issues to specific experts, in any time zone, to ensure the quickest Resolution of Issues. Vitria may also decline a request to reassign a ticket to a different time in our sole discretion. End User must make any required Subject Matter Experts (“SME”) available for assistance during the recovery process. SME examples would include, but not limited to, administrators of: networking, storage, OS, hardware, integrated systems, cloud environments, AIOps itself, etc. If the End User cannot commit to these requirements, the ticket will be downgraded Severity-3 and worked accordingly.

### c. Acknowledgement

As used in this Support Addendum, “**Acknowledgement**” is an acknowledgment that an Issue has been registered with Vitria and a Support Services ticket has been created. This will be an automated response via email to a ticket being created by End User’s registration of an Issue via Web Portal Support. It will include the Support Services ticket number, which must be used for all communication about a specific Issue. An Acknowledgment and the ticket number contained therein are required before calling the Support Services telephone number listed above.

### d. Response Times

As used in this Support Addendum, “**Initial Response Time**” means an initial contact between Vitria Support Services agent and an End User Technical Contact with respect to a registered Issue. The table above sets forth the required initial response timeframes for Acknowledgment to respond to each Issue severity to result in an identification of the Issue severity and an initial assessment as to the likely method to resolve the Issue, and, with respect to contacts after the initial contact with the End User, to provide an explanation of the progress being made to resolve the Issue. All Initial Response Times are measured during specified Normal Working Hours, except that Severity-1 Issues are measured continuously commencing with the registration of the Issue with Acknowledgment.

Severity-1 Issues will require continuous contact between Vitria Support Services agent and the End User Technical Contact working on the Issue together until such time as service is restored. After service is restored, and for all other severities, follow-up communication shall happen as often as it is commercially reasonable (or as mutually agreed in writing between the End User and Vitria) for the nature of the Issue being handled.

**Post Incident Reviews** – For Severity-1 Issues only, a Root Cause Analysis (RCA) may be requested by the End User and a report will be distributed by Vitria detailing the Issue, what occurred, the timeline of the Issue, the root cause(s), and any corrective action action(s).

**Calculating Times** - In calculating the duration timeframe for each Issue towards a Resolution, only the time during which the Issue is under the ownership of Vitria Support Services agent assigned to the Issue is included against calculating the time of Acknowledgment or any Responses. Time during which Vitria is idle or delayed because of a non-Vitria party (e.g., awaiting End User response or action) is excluded from such calculation.

**No End User Response** - If the End User does not respond to requests for information, update, or status within two (2) business days, twice in a row, for any reason, the Support Services agent may close the Issue.

## 6. SERVICE AVAILABILITY (FOR SAAS PRODUCT ONLY)

### Hosting and Data Backup

Vitria’s SaaS Product is hosted by a third-party hosting provider.

### Availability

Vitria shall use commercially reasonable efforts to make the SaaS Product generally available twenty-four (24) hours a day, seven (7) days a week at a rate of 99.9% uptime (“**Uptime Commitment**”), except for: (i) planned downtime, which shall be any period for which Vitria gives eight (8) hours or more notice that the SaaS Product will be unavailable; (ii) any unavailability caused by circumstances beyond Vitria’s reasonable control, including without limitation, computer or telecommunications failure or delays involving hardware or software not within Vitria’s possession or reasonable control, and network intrusions or denial of service attacks; (iii) a disruption in the connection between the server on which Product is located based on a failure of the End User’s connection to the public Internet or a general



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failure of the public Internet not related specifically to Vitria's SaaS infrastructure; and (iv) time the server is unavailable due to unavailability resulting from the improper use of SaaS Product by End User.

**End User Account Login**

For Vitria user interface access, we use TLS1.2 with AES 256-bit encryption, terminated at the server to ensure end-to-end security over the wire.

**Data Access**

Access to Vitria SaaS Product infrastructure and data is secured by multiple authentication challenges including RSA and DSA key pairs, passwords, and network access control lists.