

# DENSITY INC.

## Support Policy

Version 1.3: Updated Oct 12, 2021

This Support Policy is associated with The Density Standard Terms and Conditions (“**Agreement**”), applies to all Customers, and describes the support we provide for the Services. This Support Policy is incorporated by reference into the Agreement and all terms defined in the Agreement carry over here.

Support Desk Services. Density will provide technical and product support 9am to 8pm ET five days a week (Monday through Friday), by submitting a claim through the Density Support Desk (support@density.io.)

### Definitions.

“**Error**” means a failure of the Services to operate in material conformance with their documentation and specifications but does not include failures that result from a disaster that requires a disaster recovery response or environmental issues such as power loss, faulty networking or theft of hardware

“**Fix**” means a temporary software patch designed to mitigate the impact of an Error, notwithstanding that the Error still exists.

“**Plan**” means a description of the steps being taken by Density to resolve the Error which includes: (i) a description of the skill sets of the Density staff that have been assigned to work on the Error, (ii) a high-level description of the actions those staff are taking as part of the effort to resolve the Error, and; (iii) a preliminary technical plan for how the Error will be resolved.

“**Upgrade**” means upgrades, improvements or changes to the Services designed to enhance operating performance without changing the basic functions of the Services and as made generally available by Density at no additional charge to its licensees of the Services.

“**Workaround**” means a feasible change in operating procedures whereby an end-user can avoid the deleterious effects of an Error without material inconvenience.

Problem Response and Escalation. Support requests submitted to the Support Desk shall be responded to within the timeframes set forth in the table below, at which time, in each instance, a call tracking/ticket number shall be assigned and sent to Customer. Each reported Error shall be assigned one of four severity classifications by Density based on the Error descriptions below: Critical, High, Medium or Low. This classification determines the response time promised in remedying the Error, as described below:

Priority Tier Classification	Description	Response Times
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<p>Critical</p>	<p>Error that results in the loss of all capability of the Services and for which there is no suitable then-existing Workaround.</p>	<p><b>Initial Response:</b> within two business hours of case being submitted  <b>Ongoing communication:</b> Once every hour  <b>Resolution:</b> Respond to Customer with a Workaround or Plan for resolving the Error within 48 hours of the initial response. Density shall assign all necessary resources on a priority basis to resolve the Error and ensure that those resources work continuously on the Error until an actual resolution is provided.</p>
<p>High</p>	<p>Error that disables major fundamental functions from being performed and therefore affects the normal operations of the Services AND for which there is no suitable then-existing Workaround.</p>	<p><b>Initial Response:</b> within four business hours of case being submitted  <b>Ongoing Communication:</b> Once every six hours  <b>Resolution:</b> Respond to Customer with a Workaround or Plan for resolving the issue within 48 hours of initial response.</p>
<p>Medium</p>	<p>Error that disables only certain non-essential functions but that does not affect the normal operation of the Services.</p>	<p><b>Initial Response:</b> within six business hours of case being submitted  <b>Ongoing Communication:</b> Once every week  <b>Resolution:</b> Respond to Customer with a Workaround or Plan for resolving the Error within 5 business days of initial response; however, the actual Fix for the Error may be included in the next regularly scheduled Upgrade or such other scheduled Upgrade as timing and planning permits.</p>
<p>Low</p>	<p>Intermittent Errors that do not materially affect normal operation of the Services.</p>	<p><b>Initial Response:</b> within one business day of case being submitted  <b>Ongoing Communication:</b> Once every two weeks  <b>Resolution:</b> Respond to Customer with a Workaround or Plan for resolving the Error within 10 business days of initial response; however, the actual Fix for the Error may be included in the next regularly scheduled Upgrade or such other scheduled Upgrade as timing and planning permits.</p>

Density's resolution time commitments above are contingent on Customer meeting its assistance obligations set forth below.

Customer Obligations.

**(a) Technical Contacts.** Customer will be responsible for (a) obtaining, maintaining, installing and configuring Density Hardware and Customer and third party software meeting requirements provided by Density for proper use and access to the Services, (b) validating critical failures by testing that they are reproducible and providing Density with all necessary documentation (such as screen shots and database query outputs), and (c) providing Density with remote access to Customer's physical computers or virtual machines/workloads in the cloud, as needed, for providing Support Services.

**(b) Reasonable Assistance and Access.** Customer must provide Density with reasonable access to all necessary personnel and information and promptly answer all questions regarding Errors and other problems reported to Density, and Density will have the right to access the Services for purposes of implementing Fixes and Upgrades and supporting the Services.

**(c) Compliance with the Agreement.** Customer will be responsible for complying with the terms of Agreement. Density reserves the right, in addition to other remedies available, to suspend provision of the Support Services for so long as Customer is in violation of the Agreement.