

## Strata Support Terms

These Strata Support Terms (“**Support Terms**”) are incorporated into the license subscription agreement between a customer (“**Customer**”) and Strata Identity, Inc. (“**Strata**”) for Customer’s subscription to Strata’s Software (“**Enterprise Edition**”) or are incorporated into the terms of service between Customer and Strata for Strata Services (also known as “**Cloud Edition**”), as the case may be (each the “**Agreement**”). These Support Terms may be updated by Strata from time to time. Capitalized terms not defined in these Support Terms shall have the meaning given to them in the Agreement.

### 1. DEFINITIONS.

**1.1 “Critical”** means that the Software is or the Strata Services are down (not responsive over configured ports or through standard administrative interfaces) or experiencing severe performance or functional degradation for which no workaround is available.

**1.2 “Update”** means any new version and release of the Software or Strata Services that are made generally available to customers.

**2. SUPPORT.** Strata agrees to provide the Customer with the support described below and for which Customer has paid the applicable Fees (“**Support**”).

### 3. GENERAL SUPPORT.

**3.1** Strata will provide Support to Customer from 8:00 a.m. to 8:00 p.m. (Central Time), Monday through Friday (excluding holidays) (“**Business Hours**”). A Customer that has procured Platinum Support will have Critical issues handled on a 24X7X365 basis.

Features	Support
Access to Documentation	Included
Email Support	<a href="mailto:support@strata.io">support@strata.io</a>
Phone Support	+1 888-549-6648
Initial Response Times	<p><u>Critical (Severity 1):</u> 2 business hours, provided that in the event a Critical (defined below) issue is reported inside such 2 hour response time window, responses will be on a best efforts basis until the next business day.</p> <p><u>Non-critical (Severity 2):</u> By next business day</p> <p><u>General Inquiry/Feature request (Severity 3):</u> 40 business hours</p>
Follow Up Response Time	<p><u>Critical (Severity 1):</u> Every 4 business hours</p> <p><u>Non-critical (Severity 2):</u> Every 2 business days</p> <p><u>General Inquiry (Severity 3):</u> Every 40 business hours</p>
Priority Escalation	All problem resolutions shall include details of the problem cause and resolution. Upon resolving a Severity 1 or 2 problem, Strata shall immediately notify Customer.
Customer Success Manager	One (1) CSM
Remote Troubleshooting	Included

**3.2** Support inclusions are in accordance with the table set forth in Section 3.1 above:

- (a) Assistance in identifying and verifying the failures (“**Errors**”) of the Software or Strata Services that causes such to perform in accordance with the documentation (“**Documentation**”);
- (b) Recommendations for bypassing Errors, if reasonably possible;
- (c) Delivery of Error corrections or bug fixes, if reasonably possible;
- (d) Access to and clarification of the Documentation.

**3.3 Onsite Support.** On-site support may be available at an hourly rate of \$250/hr plus customary and reasonable travel expenses as outlined in a separately agreed upon and executed Statement of Work (“**SOW**”).

**3.4 Classification and Response Times.** Strata will classify, prioritize, and use commercially reasonable efforts to address each Error reported to Strata in accordance with the following:

(a) **Critical (Severity 1).** Strata will employ continuous efforts to provide a resolution for any Critical (S1) issue as soon as is commercially reasonable.

(b) **Non-critical (Severity 2).** The service is operational and experiencing some performance or functional degradation, there is no critical disruption to the Customer’s environment, and/or a workaround is available. Strata will employ reasonable efforts during Business Hours to provide a resolution for any Non-critical (S2) errors as soon as is commercially reasonable.

(c) **General Inquiry (Severity 3).** Severity 3 (S3) include minor loss of application functionality. In addition, S3 may include "how-to" inquiries, including issues related to one or multiple modules and integration, installation and configuration inquiries, enhancement requests, or documentation questions. Strata will employ reasonable efforts during normal Business Hours to provide a response for any S3 matter.

**3.5 Qualified Issues.** Qualified issues are limited to questions that cannot be easily answered by referring to the Documentation or information. Qualified issues also include reporting any abnormal functioning of the Software or the Strata Services. Qualified issues do not include questions pertaining to the normal deployment, configuration, and operation of the Software or the Strata Services as described in the Documentation.

**3.6 Unqualified Issues.** Unqualified issues include questions that could have been answered by reviewing the Documentation. If Customer is submitting a high volume of Unqualified issues, Strata and Customer will work together to determine the areas of operation underlying the cases submitted and will jointly determine a corrective course of action.

**3.7 Exceptions.**

Further, Strata will have no responsibility under these Support Terms to fix any Errors arising out of or related to the following causes: (a) Customer’s unauthorized modification or combination of the Software or Strata Services (in whole or in part); (b) problems related to hardware, software or third party products not provided, specified, or authorized by Strata; or (c) usage of the Software or Strata Services not in accordance with the Documentation.

**4. Updates.**

**4.1 Updates for Cloud Edition.** As part of the Fees for Customer’s subscription to Strata Services, whenever Strata makes Updates to the Strata Services, such Updates will be made part of the Strata Services and available to Customer at no additional charge. Strata reserves the right to define the addition of a major element in the Software as a new product and not an Update. Strata shall supply Documentation for Updates in its sole discretion. Customer acknowledges and agrees that Strata is under no obligation to supply any Updates to the Software during the Term.

**4.2 Updates for Enterprise Edition.** For on-premise software subscription licenses, as part of the Fees, whenever Strata makes Updates to the Software available at no additional charge to its customers generally who receive Support, then Strata shall make the same available to Customer at no additional charge in the form such Updates are made available to Strata’s other customers. Strata only provides Updates for the most recent release of the Software or any release issued within the twelve (12) months preceding the current release. Strata reserves the right to define the addition of a major element in the Software as a new product and not an Update. Strata shall supply Documentation for Updates in its sole discretion. Customer acknowledges and agrees that Strata is under no obligation to supply any Updates to the Software during the Term.

**5. Customer Support; Support Contacts.** A successful resolution of a support matter will require Customer’s assistance and cooperation. Customer shall provide Strata with such resources, information and assistance as Strata may reasonably request in connection with the performance of Support, including but not limited to: (a) identity and access management architectural diagrams; (b) impacted use cases; (c) list of impacted applications; and (d) technical documents related to Customer’s current identity and access management infrastructure. Customer is required to assist the Strata technical support staff until the Error is resolved. Required assistance may include logging into systems for diagnosis of Errors, providing Strata with access to Customer’s Strata instance or tenancy, downloading and installation of Software patches, retrieval and transfer of system logs/files, re-installation of existing Software and participation in tests for fixes. Customer agrees to designate up to 3 contacts who are authorized to submit issues to Strata via email.

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