

Platinum Support Additional Services – ADDENDUM

The following addendum (hereinafter “Addendum”) apply to the quote (hereinafter “Quote”) entered between the customer (as mentioned in the Quote to which this document is appended) (“Customer”) and the Service Provider (as identified on the Quote) (hereinafter “Company” or “Service Provider”). The specific Add-On(s) purchased, if any, will be specified on Quote. The Quote and the Addendum are governed by the agreement entered into by and between the Customer and the Service Provider (hereinafter “Agreement”). Capitalized terms used but not defined in this document have the meanings assigned to them in the Agreement. In the event of any conflict between the terms and conditions of this document and the terms and conditions of the Agreement, the terms and conditions of the Agreement will govern unless expressly otherwise stated in this document. This document supersedes any previous written or verbal communication about the identified scope including any proposals or presentations.

This document sets forth the terms and conditions pursuant to which the Company will provide access to the Company solutions to the Customer as described below. The specific Add-On purchased, if any, will be listed on Quote.

Addendum for Platinum Add-Ons:

Customer Support Manager Service

The Customer Support Manager Service (“CSM Service”) is an added service exclusively for Platinum Customers that provides an assigned resource focused on helping the customer accelerate and resolve any issues that may arise with your product. CSMs provide additional support including escalations and oversight, as well as regularly scheduled check-ins that include reporting on issues and resolutions, as well as product health and performance.

The CSM Service has two tiers:

Basic Tier: Your support expert inside Aurea will accelerate escalations and provide oversight on issues to facilitate resolution. Basic Tier includes monthly reporting on issues and resolutions, and quarterly check-in calls that provide complete visibility into product health and performance.

Premier Tier: A high touch dedicated support expert provides the escalation path and oversight and proactively monitors and communicates the status of open tickets, working to resolve them faster. Premier Tier provides regular 1:1 check-in calls up to weekly as necessary and success Plan collaboration for critical issue resolution

The CSM Service offer provides the following services to customers:

Service	Basic tier	Premiere tier
Escalation contact and management	+	+
Proactive issue escalation management	-	+
Routine 1:1 Client Check-In Calls	Quarterly	Every 1-2 weeks
Customer Success Plan Development and Monitoring	-	+

Reporting on technical success status	Monthly, by mail	Monthly, in the status review meeting
In-person CSM involvement in Business Review Meetings	-	+
<p>For customers that use more than one product via Aurea Unlimited, the CSM will act as the point of contact for all products and solutions taken under their Aurea Unlimited subscription.</p>		

Extended Maintenance

In all software, every product version has a lifecycle and Aurea software is no different. As new major versions are released with significant performance and innovation improvements, the older versions transition out of active maintenance.

Extended maintenance is an insurance policy that prevents critical outages and security breaches when active maintenance ends. **Extended Maintenance includes:**

- Up to 3 years from the end of active maintenance (number of years is subject to change by Aurea at a time.)
- Critical security fixes and service restoration.
- No active development.
- Platinum is a requirement to qualify for Extended Maintenance.

Extended maintenance is available at Service Provider's discretion.