

This Readibots Support Policy (“Support Policy”) describes Readibots’s Support programs and policies available to any customer with an active subscription to SaaS Services (“Readibots Offering”) for use in accordance with the applicable Readibots Subscription Agreement in effect between Readibots and the customer (the “Agreement”). Except as otherwise modified or defined herein, capitalized terms shall have the same meaning as in the Agreement and/or the applicable Order.

**1. Definitions**

**Business Hours** or **“Local Business Hours”** means, for each customer, Monday-Friday, 8am-6pm (08:00-18:00 hours) in the US Eastern Time Zone, excluding local holidays.

**“Fix”** or **“Bug Fix”** means Readibots’s repair or replacement of a Readibots Offering in the form of a patch or e-fix to remedy a Problem such that the functionality of the Readibots Offering is substantially restored to conformity with the Documentation.

**“Problem”** means a defect in a Readibots Offering such that it does not work in accordance with the applicable Documentation, and which significantly degrades one or more features or the functionality of the Readibots Offering.

**“Respond”** means acknowledgement of Readibots’s receipt of a customer’s notice of a Problem via an email to the customer’s designated support contact containing Readibots’s assigned support engineer name, the date and time assigned, the Problem Priority Level (set forth herein) assigned to the Problem, and other information.

**“Updates and Enhancements”** means all extensions, enhancements, and other changes that Readibots, at its sole discretion, makes or adds to a Readibots Offering, and which Readibots furnishes, without charge, to all customers who are entitled to Support for the same Readibots Offering.

**“Workaround”** means a change to customer’s procedures, or to data supplied by a customer, suggested by Readibots to help the customer avoid a Problem without substantially impairing the customer’s use of the affected Readibots Offering.

**2. Support Offering**

**Premium Support:** Customers who purchase Readibots’s Offerings will receive Premium Support in accordance with this Support Policy for no additional fee during the applicable Order Term stated in the applicable Order.

**3. Premium Support Terms.**

**Premium Support for all Readibots Offerings shall include the following:**

- Support to customer during US Eastern Time Zone
- Electronic support to help a customer identify, locate and correct Problems
- Bug Fixes
- Updates and Enhancements

Premium Support Response and Resolution Goals			
Problem Priority Level	Problem Priority	Target Response Times	Resolution Goal
1	A Readibots Offering is completely unavailable or seriously impacted by a Problem, and there is no reasonable workaround	Readibots will respond within 1 hour.	After Readibots Responds, Readibots will begin continuous work on the Problem provided that a customer resource is available at any time to assist Readibots with Problem determination. Readibots

	currently available for the Problem.		will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours once the Problem is reproducible or once Readibots has identified the defect causing the Problem. Readibots may incorporate a Fix for the Problem in a future release of the Software/SaaS Service.
2	A Readibots Offering is seriously affected by a Problem. The Problem is not critical, and the Problem Priority does not rise to a Problem Priority Level 1.	There is no workaround currently available for the Problem or the workaround is cumbersome to use. Readibots will Respond within 2 Business Hours.	Readibots will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 3 business days.
3	A Readibots Offering is moderately affected by a Problem. The Problem is not critical, and the system has not failed. The Problem has been identified and does not hinder normal operation, or the Problem may be temporarily circumvented using an available workaround.	Readibots will respond within 8 Business Hours.	Readibots will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 7 business days.
4	Non-critical Problems, general questions, or situations involving a Readibots Offering where functionality does not appear to match Documented specifications but has no business impact.	Readibots will Respond within 24 Business Hours.	Readibots will undertake commercially reasonable efforts to provide an answer within 10 business days. Resolution of a Problem may appear in a future release of the Readibots Offering.

**\*Problem Priority Level.** Customer will indicate the priority for initial response when Customer submits the initial case. Once a Readibots Support Engineer has received the case, the Support Engineer may change the priority in good faith if the issues do not conform to the criteria set forth above for the selected priority. The Support Engineer assigned to the case will notify Customer of any such change of priority level.

4. **Accessing Premium Support.** Readibots offers several ways to help customers resolve technical difficulties:
  - 4.1. There is online help available in the Readibots Platform which can be accessed by clicking the “?” option in the menu bar and select screens throughout the platform when logged into the Readibots Offering.
  - 4.2. Readibots’s support-dedicated email address is support@readibots.com.
  - 4.3. Access to Support is available to a maximum of 10 named contacts per customer, who are named on a list to be provided to Readibots by customers and maintained by each customer.
  
5. **Software Additional Support Terms.**
  - 5.1. Readibots’s Service Level Agreement (“SLA”) for each production instance of the SaaS Services is at least 99.9% Service Availability during each calendar month of a customer’s paid-up SaaS Term. System Availability for the SaaS Services is calculated for each calendar month of the applicable SaaS Term by dividing X by Y and multiplying the result by 100, with X and Y determined as follows: For purposes of calculating System Availability, only the unavailability of the SaaS Services exceeding 30 seconds will apply. Readibots reserves the right to take the SaaS Services offline for scheduled maintenance for which customers have been provided reasonable notice. Readibots reserves the right to change its maintenance window upon prior notice to customers.