



## Brainspace Support Terms

These Brainspace Support Terms are subject to and incorporated into the Cyxtera Software Schedule (the "Schedule" and, together with all other documents governing such Schedule or governed by, or incorporated by reference into, such Schedule, the "Agreement"), by and between the parties, and any terms not defined in these Brainspace Support Terms shall have the meaning set forth therein. These Brainspace Support Terms shall be deemed "Support Terms" as defined in the Schedule.

### Support Availability and Contact Information

|                           |   |
|---------------------------|---|
| <b>Business Hours</b>     | Support is available from 7 am CT to 7 pm CT, Monday through Friday, except national public holidays observed in the United States. |
| <b>Support Web Portal</b> | <a href="https://support.brainspace.com">https://support.brainspace.com</a>   |
| <b>Support Email</b>      | <a href="mailto:support@brainspace.com">support@brainspace.com</a>  |
| <b>*Support Phone</b>     | (855) 699-8372, Option 5  |

\*Support phone number should be used for escalation of a problem only after the details of the issue have been reported, and a ticket previously created, via the web portal or email.

### Response Service Level Objectives ("Service Level Objectives")

Cyxtera will make all reasonable efforts to respond to reported problems per the following table. Cyxtera does not offer remediation for missed Service Level Objectives.

| Severity Category   | Support Response  |
|---|---|
| <b>Severity 1. - URGENT</b><br>Application will not function or significant loss of functionality preventing users from performing work and causing significant business impact.                            | Cyxtera will respond to submitted problem request within one (1) hour during Business Hours.<br><br>Cyxtera will continuously work to diagnose and correct, or provide suitable workaround to the problem, until a mutually agreed upon resolution is achieved.   |
| <b>Severity 2. - HIGH</b><br>At least one application function is inaccessible or non-responsive in a manner that prevents users from performing work in an ordinary manner.                                | Cyxtera will respond to submitted problem request within two (2) hours during Business Hours.<br><br>Cyxtera will work to diagnose and correct, or provide suitable workaround to the problem, or work to schedule a mutually agreed upon time to work to diagnose and correct the problem, until a mutually agreed upon resolution is achieved.  |
| <b>Severity 3. - NORMAL</b><br>Any question ("how to") or administrative request or any problem that affects performance of the application but does not cause significant business impact or loss of work. | Cyxtera will respond to submitted problem request within four (4) hours during Business Hours.<br><br>Cyxtera will work to diagnose and correct, or provide suitable workaround to the problem, or work to schedule a mutually agreed upon time to work to diagnose and correct the problem, until a mutually agreed upon resolution is achieved. |
| <b>Severity 4. - LOW</b><br>Inquiries on system functionality, feature requests or project status updates.  | Cyxtera will respond by the next business day and work with Customer on a mutually agreed upon timeframe to address the request.  |

Customer is responsible for providing accurate information and documentation in order for Cyxtera to reproduce the problem. This includes written detailed descriptions of the issue or problem, applicable log files, screen shots, sample data and any other information required by Cyxtera.



Customer must assign an FDC who will act as administrator for the Designated Contact profiles and will be able to add or change them. Access to Support is limited to the Designated Contacts. Customer may register up to four (4) Designated Contacts. This allows Customer and Cyxtera to ensure that only the Designated Contacts monitor the reported incidents, while also allowing the Customer to more efficiently manage their Support incidents through a centralized approach. "Designated Contacts" means the persons registered by the Customer as their authorized personnel to contact Cyxtera for Support. "FDC" means the first Designated Contact. Designated Contacts must be qualified individuals, knowledgeable in Customer's systems and business and, after the first three (3) months from purchase of the Software, who have completed Brainspace Certified Analyst and Brainspace Certified Administrator training and continue to maintain Brainspace certified status. Cyxtera has no obligation to accept calls or messages from, or otherwise interact with, personnel other than the Designated Contacts.

In the event Support for the Software is included pursuant to the Agreement, Support will be provided for (a) the latest version of Software and (b) any previous version of Software, provided, that, Support with respect to a particular previous version of Software will only be provided for up to twelve (12) months from the date such version became a previous version of Software (e.g., a later major or minor version of Software was released). No Support will be provided for any other version of Software.