



SUPPORT POLICY FOR LITMOS SERVICES

This Support Policy for Litmos Services is part of an Agreement for certain Litmos Services (“Agreement”) between Litmos and Customer.

1. **Contacting Support.** The contact channel for Litmos Support is via the Litmos Support Portal, <https://support.litmos.com>. Where Customer is assigned a Litmos customer representative or a primary

contact for on-going management that provides support case oversight, technical guidance and mentorship, and guidance on release updates and adoption, Customer may contact them through the open case on the Litmos Support Portal.

2. **Customer Contact.** In order to receive support hereunder, Customer will designate at least one and up to three qualified English speaking contact persons (each a “Customer Contact”) who are authorized to contact Litmos for support as described herein, engage with Litmos support customer representatives, and engage with Litmos incident response handling team, as applicable. The Customer Contact is responsible for managing all business-related tasks of the Service related to Customer’s business.

3. **Contact Details.** Customer will provide contact details through which the Customer Contact or the authorized representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts as necessary through the Litmos Support Portal. Only authorized Customer Contacts may contact Litmos’s support organization.

4. **Cooperation.** Customer will reasonably cooperate with Litmos to resolve support incidents and will have adequate technical expertise and knowledge of its configuration of the Litmos Services to provide relevant information to enable Litmos to reproduce, troubleshoot and resolve the experienced error.

5. Customer Response Levels.

5.1. “P1” means “Very High.” An incident should be categorized with the priority "very high" if a productive service is completely down, the imminent system Go-Live or upgrade of a production system cannot be completed. A workaround is not available for each circumstance.

5.2. “P2” means “High.” An incident should be categorized with the priority "high" if necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the Litmos service that are required immediately.

5.3. “P3” means “Medium.” An incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the Litmos service.

5.4. “P4” means “Low.” An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the Litmos service that are not required daily or are rarely used.

5.5. If the root cause behind an incident is not a malfunction, but missing functionality (“development request”) or the incident is ascribed to a consulting request (“how-to”) it is excluded from customer response levels as described above

6 **Availability of Support.** Critical support is 24x7 prioritized issue handling for P1 and P2 issues (English only) and standard support is available Monday to Friday 8 am to 6 pm (local time zone), excluding local holidays for P3 and P4 issues (English only). In addition to the foregoing support, Customers also have access to certain knowledge sharing resources, such as Litmos’s knowledge database, remote Litmos support content and services and self-service access to solution-specific release update information.

7. **Support Customer Response Levels.** Litmos responds to submitted support cases (also referred to as “case” or “issue”) as described in the table below.

Priority	Initial Response
P1	1 hour
P2	4 hours
P3	1 business day
P4	2 business days