

Technical Support Terms

During the Term of the applicable E-S Information Systems Inc. (EyeSeal) Agreement (the "Agreement"), Customers are entitled to technical support as follows.

Definitions

- **SaaS Products**
SaaS Products are hosted and managed by EyeSeal, and provided as a monthly subscription service.
- **Licensed Products**
Licensed Products are installed in the Customer's own hosting environment and managed by the Customer's operations team.

Types of support

Operational issues

Examples

- SaaS products
 - You cannot access an application hosted by EyeSeal.
 - Your devices or applications are unable to connect to an application hosted by EyeSeal.
- Licensed Products
 - Your installation of the licensed Products is in-production, and not non-functional.

Availability

- **24x7** support for operational issues.

Application issues

Examples

- How do I use a particular feature?
- How do I install a Licensed Product?
- How do I configure a Licensed Product?
- I am receiving an error while developing my application?

Availability

- **Next business day** for application issues.

Resolution Goals

- **Resolution Goals.** EyeSeal, INC, will provide reasonable resolutions for the various problems reported under the following guidelines.
 - **Severity 1** – Indicates the inability of the user to use the product, resulting in a critical impact on their operation.
 - Response target: Within two (2) hours.

- Workaround target: Within eight (8) hours.
- Resolution target: Within three (3) business days.
- **Severity 2** – Indicates the user is able to use the product, but some functions, which are not critical to the overall operation, are not functioning.
 - Response target: Within eight (8) hours.
 - Workaround target: Next business day.
 - Resolution target: Within ten (10) business days.
- **Severity 3** – Indicates the user is able to use the product, but there is a functional issue for which there is a reasonable workaround.
 - Response target: Next business day.
 - Workaround target: Five (5) Business days.
 - Resolution target: Within fifteen (15) business days.