CLARISTA SUPPORT POLICY

Clarista Support Policy describes the support plan options for the Customers who have an active, paid subscription to the Clarista Services, pursuant to the Master Cloud Services Agreement ("Agreement") by and between Customer and Clarista. Clarista Support Policy is subject to the terms and conditions of the Agreement, including subsequent amendments, and is made a part thereof. All capitalized terms used, unless otherwise defined herein, shall have the same meaning as set forth in the Agreement.

1. Support Plans

Feature	**Support Plans**	
	Standard	Enhanced
Single-Cloud Support Support for platform services on a single-chosen Cloud Service Provider	Yes	Yes
Updates and Patches Receive updates, bug fixes and patches without impact to your business	Yes	Yes
Support Response SLA Receive support responses according to issue severity	**Initial Response Time**	
Standard Support Severity 1 Production system is down or severely impacted such that routine operation is impossible	Within 24 Hours	Within 12 Hours
Standard Support Severity 2 Production issue where the system is functioning but in degraded or restricted capacity	Within 2 Business Days	Within 24 Hours
Standard Support Severity 3 Issue where minor functionality is impacted, or a development issue occurs	Within 5 Business Days	Within 2 Business Days
Clarista Chat Support Channel Per customer dedicated real-time messaging (e.g., Slack, Microsoft Teams) channel available during business hours for informal communication between the two teams, such as basic questions and information exchange	No	Yes
Max Number of Contacts The number of named contacts with access to the Clarista Help Center or Chat Support channel (if applicable)	2	4

2. General Terms and Definitions

2.1. Support Service Hours are 9 AM to 5 PM, Monday through Friday, in the Customer's Support Time Zone stated in the Order, excluding public holidays in that time zone. If the Order does not state one, the Support Time Zone is the time zone of Customer's billing address.

2.2. Customer will email support@clarista.io with following details to open a Support Case: (1) designate the Severity Level of the Error in accordance with the definitions in the table above; (2) include information sufficiently detailed to allow Clarista Support to effectively assess the issue (including any relevant error messages, but not export-controlled data, personal data (other than as required herein), sensitive data, other regulated data, or Customer Content); and (3) provide accurate contact information for the Customer Contact(s) most familiar with the issue.

2.3. Unless Customer expressly designates the Severity Level, the Support Case will have a default designation of Severity Level 3. If a Customer Contact submits a Support Case related to enhancement or feature requests, Clarista will deem the Support Case closed once the request has been forwarded internally.

2.4. Additional assistance beyond what is included in the support plans can be purchased as Clarista Professional Services.

2.5. If no support is specified in an Order, the Customer's support is limited to public documentation and open resources.

2.6. "Contacts" are the named individuals Customer authorizes to access the Clarista Help Center or Chat Support Channel and to open and manage Support Cases. Each Contact must have a unique email address and may not share credentials with another individual. The table in Section 1 states the maximum number of Contacts for each Support Plan.

3. SLA Exclusions

3.1. Clarista will have no liability for any failure to meet the Service Level to the extent arising from:

3.1.1. Customer's failure to process Customer Content in accordance with Clarista's recommendations for use of Clarista Services — though, upon being notified of such a case, Clarista will endeavor to help Customer address the failure (e.g., with additional recommendations);

3.1.2. Customer or User equipment;

3.1.3. Third-party acts, or services and/or systems not provided by or on behalf of Clarista.

3.1.4. Force Majeure events as defined in Section 14.9 of the MCSA;

3.1.5. Evaluation, free trial, or proof-of-concept use of the Service; or

3.1.6. Use of Service features or functionality that are subject to Preview Terms (e.g., beta functionality not intended for production use).

3.1.7. Periods during: (i) any scheduled maintenance as communicated by Clarista in advance, or (ii) implementation of any critical upgrades.

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