

VIRTUOUS SOFTWARE CUSTOMER SUPPORT GUIDE

1. GENERAL

Scope. Customer Support will consist of: (i) in-app chat and email support; (ii) scheduled phone support; (iii) correction of errors to keep the Services in conformance with the user Documentation included in the Services; and (iii) updated versions of the Services provided by Virtuous Customer Support to its general customer base of subscribers at no additional charge. Support will not include: (i) set-up, training, installation, or configuration of hardware and/or software required for the Customer to access the Online Service; or (ii) consultation, custom reporting, or research with respect to User-created documents and information.

Modifications. Virtuous reserves the right to change, modify, add, or remove portions of this Support Guide at any time in its sole discretion. All Modifications will be posted on the Virtuous website and Customers will be notified of such Modifications.

2. CUSTOMER SUPPORT

Communications with Customer Support may be via telephone or e-mail. Customer will have access to Virtuous' Customer Support personnel as follows:

Email/Ticketing Support

Support issues submitted via email or submitted through the in-app chat are automatically logged as tickets in the customer support portal. Support team response to emailed issues is available Monday – Friday 8:00 am to 6:00 pm MST. Automated escalation for Severity 1 issues during non-business hours to an on-call support resource is available via the support portal. The email address for support tickets is support@virtuous.org.

3. SEVERITY LEVELS

Customer Support shall prioritize Customer Support requests according to the severity levels set forth below. Virtuous will use commercially reasonable efforts to respond according to the Response Specifications set forth below with respect to the Severity Level assigned to the problem:

Severity 1 – Critical: The Services suffer an error or issue in a production down situation which cannot be reasonably circumvented and which so substantially impairs the performance of the Services or any components of the Services, which are critical to the Customer's business, as to effectively render them unusable. Virtuous will acknowledge any such reported error or issue within two (2) hours and Virtuous will work twenty-four (24) hours a day, seven (7) days a week to identify the error and provide an applicable workaround or fix.

Severity 2 – Serious: The Services suffer an error or issue, which cannot be reasonably circumvented, and which substantially impairs the use of one or more portions or features of the Services required by Users but does not effectively render the Services unusable as a whole. Virtuous will acknowledge any such reported error or issue within twelve (12) hours and, if Customer is using the Services in

production, will work continually within normal business hours to identify the error and provide an applicable workaround or fix.

Severity 3 – Moderate: The Services suffer a low impact error or issue (not of Severity 1 or Severity 2) which impairs the use of the features of the Services, but the reported error or issue can be reasonably circumvented. Virtuous will acknowledge any such reported error or issue within twenty-four (24) hours and will work within normal business hours to identify the error and provide an applicable workaround or fix.

Severity 4 – Minor: The Services do not incur an error and allow Users to function during normal business operations; this may include Customer inquiries about existing Documentation, training, or standard use of the Services. Virtuous will acknowledge any such inquiry within forty-eight (48) hours and will work within normal business hours to address and resolve Customer's inquiry.

Response times are measured from the time Customer has spoken with or submitted a ticket via email for a Virtuous Customer Support contact specifying the nature of the Customer's request. Virtuous shall provide twenty-four (24) hours a day, seven (7) days a week support for Severity 1 level issues.

4. RESPONSE

The Severity Level of the problems reported by Customer shall be reasonably determined by Virtuous. Virtuous will resolve each reported error or issue with the Services by using commercially reasonable efforts to provide: (i) a patch or fix as necessary; or (ii) a reasonable workaround for the error or issue; or, if either (i) or (ii) are not reasonably practicable, a specific action plan regarding how Virtuous intends to address the reported error or issue. Customer agrees to use commercially reasonable efforts to assist and provide information to Virtuous as required to resolve errors or issues with the Services reported by Customer. In the event Virtuous fails to meet its obligations under this Section, Virtuous will provide a root cause analysis including definition, corrections and a process improvement plan. If a permanent repair cannot be made, a temporary resolution (bypass and recovery) will be implemented to the extent possible.

5. VIRTUOUS ISSUES

Support covers any issue or problem that is the result of a verifiable, replicable error (Virtuous will use all reasonable means to verify and replicate) in the Services ("Verifiable Virtuous Issue"). An error will be a Verifiable Virtuous Issue if it constitutes a material failure by the Services to function in accordance with the Documentation included in the Services. If Customer Support reasonably determines that Customer's problem is not caused by Virtuous or its systems, equipment, or software, Virtuous is not obligated to provide support under any Subscription Order Form. If Virtuous determines that the issue was not the result of a Verifiable Virtuous Issue, Virtuous may offer to provide out of scope professional services at Virtuous' then current rates upon its standard terms to address the issue.

6. ADDITIONAL SERVICES

Customer Support may also determine that Customer's request is a request for Additional Services. Additional Services is any assistance not covered above and as defined in the Agreement between a customer and Virtuous. If Virtuous believes that it can appropriately and effectively provide the

Additional Services, it will offer do so at its then-current rates upon its standard terms, pursuant to Customer's Agreement with Virtuous.

7. RELEASE MANAGEMENT

Virtuous deploys updates to customer's production environment on a frequent basis. Typically, new features and/or enhancements to existing features are deployed every 4 weeks. When possible Virtuous makes every effort to make new functionality optional allowing the customer to activate the feature when ready. Maintenance updates and/or fixes may be performed on a more frequent basis.

Release notes and updated training are distributed via email to users prior to each release. API changes or significant updates to existing functionality are communicated to Administrative users at least two weeks prior to the release. Virtuous makes every effort to avoid breaking changes to its API in order to prevent necessary changes to integrated software.

Notification of update is also made through a notification banner to users upon login that includes a link to release notes of all updates and user help content on the Virtuous Support Portal. All staff users have access to a searchable knowledge base of support materials including training documents and videos and answers to frequently asked questions.

9. SUBMITTING A REQUEST / GETTING AN ANSWER

At the time of Customer's initial e-mail or in-app chat, please be prepared to provide:

1. Customer Administrator's name, company name and the Online Services Customer is using;
2. The type of browser (with release version) and hardware Customer is using;
3. Telephone number and alternate method of contact (i.e. a mobile number or email address);
4. A concise description of Customer's problem or question;
5. The circumstances under which the problem does or does not occur; and
6. Specific error messages, error numbers, log files and program numbers.

For new cases, a Virtuous Customer Support representative will use the following process to assist Customer with a new case (problem):

1. Document the supplied information;
2. Document Customer's questions or issues (symptom and function in which it occurs);
3. Answer Customer's questions or have Customer run tests to further identify/isolate the problem;
4. Research the problem and provide resolution according to the aforementioned guidelines.

Use of the Virtuous Support Portal for designated users will be established during onboarding including establishment of credentials to the portal and training for ticket creation and monitoring.