



## SUPPORT SERVICES AND SERVICE LEVELS SCHEDULE

This Support Services and Service Levels Schedule is governed by, and incorporates by reference, the terms and conditions of the BDA Standard Software License Agreement as posted on the Effective Date at the following URL: <https://blackdiamondadvisory.com/legal-documents/> ("Standard Agreement"). Capitalized terms not defined herein shall have the meaning set forth in the Standard Agreement.

1. **Defined Terms.** The following defined terms are in addition to other defined terms in the Standard Agreement.

- (a) "Base Location", unless specified otherwise, refers to the locality indicated in the address section of the Order Schedule.
- (b) A "Business Day" is a Monday, Tuesday, Wednesday, Thursday, or Friday.
- (c) "Business Hours" means 8:00 am to 5:00 pm on Business Days in the Base Location or, if a Base Location is not specified, US Eastern Time (UTC -5 during US Standard Time and UTC -4 during US Daylight Saving Time).

2. **Support Services.**

(a) BDA Summit Consultants

- (i) 9 hours per day, five days per week, except public holidays in the time zone in which the Base Location is located (if designated) in the applicable Order Schedule or, if not so designated, US Eastern Time, BDA will provide to Customer, by web session or telephone technical assistance and general support of the Service, such as providing guidance and isolating, documenting, and finding work-arounds for problems or error messages.
- (ii) BDA will provide an online portal available 24x7
- (iii) BDA will provide to Customer access to BDA support systems such as one or more support portals and the ability to create support requests. For all support requests Customer will specify the initial Severity Level (see Table 1).
- (iv) Direct support is limited to three (3) named direct-support contacts.
- (v) BDA reserves the right to modify this Support Services and Service Levels agreement upon thirty (30) days' notice to Customer.

(b) Updates.

- (i) BDA will provide support for the current version of the underlying software facilitating the Services and up to two previous versions.
- (ii) When BDA makes available an Update, it will post information about the availability, timing, and release notes with respect to such Update by such means (e.g., a BDA portal, BDA website) as it then uses to communicate such information to its users generally. BDA will install and configure each Update to the OneStream Partner Place within thirty (30) business days from when OneStream makes the same available to similarly situated users generally.

3. **Service Levels.**

(a) Support Service Response

- (i) BDA will provide support services in accordance with Table 1.

**Table 1**

<b>Severity Level</b>	<b>Definition</b>	<b>Time to Initial Response</b>	<b>Resolution Effort</b>
<b>High</b>	Problem that causes Service to fail to be Available to all or substantially all Authorized Users. No reasonable workaround is available.	Within Four (4) Business hours	Continuous efforts, during Business Hours, from initial response (or downgrade from higher severity level) to resolve the problem or cause the effect to qualify for a lower severity level
<b>Medium</b>	Problem that causes Service to fail to be Available for some, but not a majority, of users, or with respect to a non-critical function of the Service. Reasonable workaround is available to users in the short term while a longer-term resolution is implemented.	Within One (1) business day from reporting.	Commercially reasonable efforts from acknowledgement (or downgrade from higher severity level) to fix the problem or cause the effect to qualify for a lower severity level.
<b>Low</b>	Service is functioning in all material respects. Customer's work is not materially adversely affected.	Within Two (2) business day from reporting.	Future release of the Service.