SUPPORT FOR EMBURSE SERVICES

Effective Date: June 3, 2020

This Support Guide is part of the Agreement for the Emburse Services identified below. Capitalized but undefined terms used herein shall have the meaning set forth in the Agreement.

1. **SCOPE OF SUPPORT SERVICES.** During the Term for the applicable Services, Emburse will provide Customer with the following standard customer support services:

    1.1. **Technical Support.** Customer will designate up to three (3) individuals to act as designated support contacts for the Service ("Support Contacts"). Emburse will provide Customer's designated representative(s) with telephone support and access to a technical support web site for the Service to access an online knowledge base, frequently asked questions, online training services and to submit service requests.

    1.2. **Incident Response Levels.** Emburse responses to submitted support cases identified with "Report Issue" will be as set forth below. Emburse reserves the right to: (a) assign and re-assign the priority of an incident to render it consistent with these definitions, and (b) re-assign the case type after assessment if the request is determined to be an enhancement or functionality request.

Priority	Description	Scope of Impact	Time to First Response	Availability [1]
Urgent	An incident should be categorized as Urgent if the Services are substantially inoperable and a mutually agreed upon workaround has not been implemented in such a way that the issue has been mitigated, including data or security issues.	Majority of users within a country or business unit	2 hours	24 x 7 (English only)
High	An incident should be categorized as High if a critical product feature stops working, preventing transactions from being imported, created, submitted, approved, processed or extracted or a substantial persistent performance problem exists		6 hours	8 x 5 [2]
Normal	An incident should be categorized as Normal if a product feature is not working or an intermittent system performance issue or bug exists.	One or more users	24 hours[1]	8 x 5 [2]
Low	An incident should be categorized as Low if it is a system performance issue affecting a single user, a cosmetic product or documentation error exists which does not impact user operation		48 hours[1]	8 x 5 [2]

1 excludes holidays observed by Emburse

2 excludes weekends

2. **Applicability**

    As of the Effective Date, the SLA applies to the following services: ChromeRiver, Certify, Abacus, SpringAhead, Tallie, and Nexonia.