OVERVIEW OF GENUS SUPPORT OFFERINGS

Recognizing that each customer has different requirements, concerns, expectations, and business needs, Genus Technologies offers a few distinct options for support services for your specific solution, ranging from basic maintenance entitlements to enhanced support coverage, all the way to managed support services designed to deliver a targeted level of proactive care.

BASIC MAINTENANCE

Basic Maintenance consists of:

- Access to software updates via service packs or fix packs, which include bug fixes to product usage issues [B1]

- Access to software version upgrades from for minor and major releases, which provide new functionality that enhances the value of the product

- Self-service access to the Genus Knowledgebase

- Provision of standard documentation

[B1] In the case of maintenance purchased through Genus for a third-party vendor, if a customer discovers bugs or defects in the software, Genus will help with error information/gathering and facilitate the reporting and escalation of these bugs or defects to the vendor for resolution. *If the issues are not caused by, or do not appear to be caused by, bugs or defects with the software require a* **Genus Support Subscription** *for further assistance or troubleshooting.*

GENUS SUPPORT SUBSCRIPTION

✓ **Flat Annual Fee**

✓ **Unlimited Hours**

✓ **Certified Engineers with Decades of Experience**

Genus has a team of certified and trained technical support specialists who can help resolve issues with your supported software and its environments as well as provide many other services detailed below.

It's easy to budget for the Genus Support Subscription as it comes at a fixed, annual price. There are no hourly service charges, and Genus does not keep track of the hours used by a customer. The support subscription entitles customers to assistance with a wide range of support issues that are not covered with basic maintenance. This option allows customers to receive seamless support for their solution, regardless of the type of issue.

Subscribing to Genus Support helps address many of the limitations of Basic Maintenance entitlements. The Genus Support Subscription includes the following additional benefits:

- **Unlimited support (no counting of hours)**

- Full access to the online Genus Support Portal & Knowledgebase, including unlimited user accounts

- Comprehensive support for native product features and functionality

- Comprehensive support for Genus-developed custom features and functionality

- Advanced issue diagnosis, troubleshooting, problem isolation, identification and replication, and screen-sharing sessions to resolve any encountered issue(s)

- Advanced troubleshooting and resolution of issues with Genus-built integrations, modifications, configurations, and custom scripting [S1]

- Basic configuration assistance and consulting advice [S2]

- Assistance and consulting advice with best practices, product usage, and how-to guidance [S3]

- Skills transfer and training sessions (via scheduled request) [S4]

- Assistance with hotfix or service pack installations (via scheduled request) [S5]

[S1] *does not include existing script modifications needed as a result or part of a major or minor version upgrade*

[S2] *limited to typical administrative-type tasks like configuring users/groups, review of and minor adjustments to basic settings and core functionalities, and other low complexity tasks that do not significantly add to or alter current processes; specific exclusions include new custom development, new script development, new software installations, and any tasks or services to accommodate new processes or functionality beyond the implemented solution*

[S3] *in addition to the technical and user guides bundled with the product, how-to guidance is provided via ticket interaction and/or informal knowledge-transfer sessions and does not include the creation of special user guides/documentation*

[S4] *does not include on-site education/training sessions*

[S5] *does not include major or minor version upgrades*

GENUS MANAGED SUPPORT SERVICES

For those customers who want an additional level of hands-on service, the Genus Managed Support Services offering can be added to further enhance the Genus Support Subscription. Including targeted monitoring, management, and observability of performance and processes, this option provides customers with valuable *proactive* care, attention, and management.

Intended as an add-on, the Genus Managed Support Services[M1] option includes the following additional benefits:

- Daily, proactive monitoring of business-critical processes and operational performance, including ensuring all core services and databases are available and responding to requests [M2]

- Regular monitoring, management, and execution of important tasks/activities that ensure the continued health of the system

- Implementation and administration of strategies and mechanisms providing enhanced observability, including early warning alerts, issue detection, remediation, and self-healing

- Real-time performance dashboard for end-to-end visibility into important metrics and productivity bottlenecks

- Regular status reporting to identified stakeholders

- Quarterly "State of Your System" review (via scheduled request)

- Services to perform one (1) major/minor version upgrade per year (via scheduled request) [M3]

[M1] *Managed Support Services require that Genus be provided VPN access to all applicable servers and environments*

[M2] *exclusive of regular system and database backups as the customer accepts full responsibility for ensuring all data is backed up, secure, and available*

[M3] *does not include updates to custom code that may be required as part of upgrading native application functionality*

Genus Commitments*

Unless explicitly listed in the Order Form, all work is performed during Standard Business Hours, defined as Monday through Friday between 8am and 5pm in the customer's time zone, excluding Genus Holidays**. If the customer requires work outside of these hours, this work must be scheduled and approved in advance with Genus and will result in additional, hourly charges (negotiated and billed separately). Note also that support services are provided remotely (via telephone, email, the support portal, web meetings, VPN, etc.). If customers require on-site support, this can be scheduled with advance notice. Additional charges for travel time, actual travel and living expenses, and hours spent on-site will apply and will be invoiced separately, as applicable.

Severity Level	Description	Response Time***
P1 (Urgent)	Critical: Site outage or application down (production environment)	1 business hour
P2 (High)	High Impact: Significant degradation of system processes or response (production environment)	2 business hours
P3 (Medium)	Moderate Impact: System/application has partial functionality or degradation with workarounds available, or work can reasonably continue in an impaired manner. Most general support issues fall within this severity level.	4 business hours
P4 (Low)	Low Impact: Non-critical, single user issues, low impact issues or issues in a development environment. Enhancement requests, general questions or consulting.	4 business hours

* Genus strives to respond to reported support issues within the response guidelines above, meaning the initial response time is the commencement of diagnosis and problem resolution by a Genus Support Engineer, and is not a representation, commitment, or guarantee regarding the time required to complete and resolve an issue. Actual resolution times will depend on the complexity of the reported issue.

** Official Genus Holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve afternoon, Christmas Day, and New Year's Eve afternoon. If a Genus Holiday falls on a Saturday or Sunday, the Genus Holiday is recognized on the previous Friday or the next Monday respectively.

*** Response times are calculated according to the designated severity and time that a given customer's request is received, and any requests received outside of business hours shall be deemed to have been made on the next business day.

SUMMARY OF SUPPORT OPTIONS

	BASIC MAINTENANCE	SUPPORT SUBSCRIPTION	MANAGED SUPPORT
Provision of standard documentation	✓		
Access to version releases, hotfixes, service packs	✓		
Access to Knowledgebase	✓		
Assistance with error information/gathering and facilitation of reporting bugs or defects to Vendor	✓		
Unlimited support (no counting of hours)		✓	
Full access to the online Genus Support Portal & Knowledgebase, including unlimited user accounts		✓	
Comprehensive support for native product features and functionality		✓	
Comprehensive support for Genus-developed custom features and functionality		✓	
Advanced issue diagnosis, troubleshooting, problem isolation, identification and replication, and screen-sharing sessions to resolve any encountered issue(s)		✓	
Advanced troubleshooting and resolution of issues with Genus-built integrations, modifications, configurations, and custom scripting		✓	
Basic configuration assistance and consulting advice		✓	
Assistance and consulting advice with best practices, product usage, and how-to guidance		✓	
Skills transfer and training sessions (via scheduled request)		✓	
Assistance with hotfix or service pack installations (via scheduled request)		✓	
Daily, proactive monitoring of business-critical processes and operational performance			✓
Regular monitoring, management, and execution of crucial tasks/activities impacting the health of the system			✓
Implementation and administration of early warning alerts, issue detection, remediation, and self-healing			✓
Real-time performance dashboard for end-to-end visibility			✓
Regular status reporting to identified stakeholders			✓
Quarterly "State of Your System" review (via scheduled request)			✓
Major or minor version upgrade included (via scheduled request)			✓