

**Support Services  
(Add-Ons)**

Jive shall provide support services ("Support Services") in accordance with the terms of this Exhibit, which such terms may be amended from time to time by Jive.

- 1. Service Support.** The Service is supported for the Subscription Term, where such support includes any update to the Service.
- 2. Items Covered by Support Services.** Support Services shall include:
  - (a) online support for all technical issues relating to the use of the Service (including errors or problems with the Service, issues during setup and assistance understanding specific features);
  - (b) all updates to the Service as they become available.
- 3. Items Not Covered by Support Services.** Jive is not obligated to provide Support Services for errors or problems caused by the following (each, an "Excluded Cause"):
  - (a) any components not provided by Jive; or
  - (b) use of the Service other than as described in any technical documentation made available by Jive.
- 4. Customer Obligations.** Customer agrees to provide Jive with all information and materials reasonably requested by Jive for use in replicating, diagnosing and correcting an error or other support issue with the Service reported by Customer. Customer acknowledges that Jive's ability to provide satisfactory Support Services is dependent on Jive having the information necessary to replicate the reported problem with the Service. In submitting a service request (each individual request being a "Service Request") to Jive, Customer will send a complete and accurate report that includes (a) Customer name and on-site technical contact information; (b) a reasonably detailed description of the request, together with any supporting information that Customer's engineers believe will assist Jive in its diagnostic process; (c) any error message(s) or other message(s) generated by the system in association with the request; (d) any applicable trace files and/or logs; (e) a test case or instructions necessary to demonstrate the request; (f) identification of any additional information (such as dumps, logs, etc.) that are, or can be made, available; and (g) the date and time that the Service Request is submitted to Jive.
- 5. Contact Methods.** As stated in Section 3 above and subject to Section 8, Customer may create a Service Request with by any of the following methods: (a) online at the following URL: <https://community.jivesoftware.com> ("Online Support System"), (b) online postings available on Jive's Community Sites, or (c) email at [support@jivesoftware.com](mailto:support@jivesoftware.com). WHILE JIVE WILL USE COMMERCIALY REASONABLE EFFORTS TO RESPOND TO CUSTOMER'S REQUEST USING ALL OF THE ABOVE METHODS, JIVE ONLY GUARANTEES ITS INITIAL RESPONSE TIMES WHEN CONTACTED VIA THE ONLINE SUPPORT SYSTEM.
- 6. Business Hours.** Jive's business hours are defined as 12:00 AM to 6:00 PM Pacific Time, Monday through Friday excluding holidays.
- 7. Response Time<sup>1</sup>.** If a Service Request is submitted to Jive, Jive shall comply with the response times set forth below based on the severity level of the particular request and the level of support for which Customer has purchased. For Service Requests submitted via any other method, Jive will use commercially reasonable efforts to comply with the following response times but does not guarantee such compliance.

Response Expectations	Criteria	Initial Response Time	Resolution
Severity 1: Critical Business Impact	An issue that has significant to critical business impact on a production system, resulting in Customer's production system being either down, or functioning at a significantly reduced capacity when taken as a whole.	One (1) hour 24x7	Jive will use commercially reasonable efforts to resolve Severity 1 faults as soon as possible. To achieve this, Jive will work 24x7x365 until resolution.  The resolution will be delivered to Customer as a work-around or as an emergency software fix. Upon Jive's delivery of an acceptable work-around or to the extent Customer is not able to assist with the resolution of the case, Jive reserves the right to reclassify the severity level.
Severity 2: Significant Business Impact	An issue that has some business impact on a production system, resulting in some functionality loss on Customer's production system. The Service is	One (1) business day	Jive shall use good faith business judgment to determine when to resolve Severity 2 faults.

	generally usable, but does not provide a function in the most convenient or expeditious manner.		
Severity 3: Moderate Business Impact	An issue that has minimal or trivial impact on the quality, performance or functionality of the Services, and includes general usage questions.	One (1) business day	Jive does not guarantee a resolution time for Severity 3 incidents.

8. **Escalation Matrix.** Jive will escalate all open Severity 1 issues as set forth in the table below to facilitate proper attention and resource allocation for prompt resolution. Jive provides a vehicle to escalate non-Severity 1 cases via the Online Support System.

Level	Title	Escalation Point
1 <sup>st</sup> Level	On-Call Support Manager	>4 hours
2 <sup>nd</sup> Level	Director of Customer Support	> 1 day
3 <sup>rd</sup> Level	VP of Client Services	> 2 days

9. **Term and Termination.** Support Services will be provided for the Subscription Term. Any termination of the Subscription Agreement between Jive and Customer will automatically terminate Support Services.