

Support Services for Jive Cloud

Jive shall provide support services in accordance with the terms of this Exhibit, which such terms may be amended from time to time by Jive. Capitalized terms used but not defined in this document have the meanings assigned to them in the Master Agreement (as defined in the Pricing Schedule).

1. DEFINITIONS

“**Standard Support**” means the support level as set out in Section 2.

“**Issue**” means a failure of the “**Hosted Solution**” (as described in the Pricing Schedule) to substantially conform to the functional specifications set forth in the documentation.

“**Platinum Program**” means the platinum program level of Support as set out in Section 3.

“**Response Time**” means the time period in which the assigned support resource (or support system) shall provide Customer with an initial technical response as a result of an Issue reported by Customer.

“**Support**” means the support services to be provided by the Jive to the Customer in accordance with this Addendum.

“**Support Level**” means the level of Support (Basic/Standard Support or Platinum Program) that has been selected by the Customer on the Pricing Schedule.

“**Term**” means the duration set forth in the Pricing Schedule.

2. STANDARD SUPPORT

2.1. Standard Support. Standard Support includes the program features that Jive makes generally available to its Standard Support Cloud customer base during the applicable Term as follows:

2.1.1. “**Support**” **Defined.** Support consists of assistance provided to customers via the Internet with respect to use of the Hosted Solution and to resolve Issues. Support cases are tracked and managed through access to a call management system operated by Jive’s support center (the “**Customer Support Portal**”). Standard Support is available Monday through Friday during Jive’s business hours, excluding local holidays.

2.2. Severity Classification and Response Time Goals. Issues are classified by Jive according to severity of impact on the use of the Hosted Solution, according to the chart below. All disputes regarding severity classification will be resolved by Jive in its sole discretion.

Standard Support Response Time Goals

Severity	Impact	Response Time Goal
1	Production system is down, impacting all applications and associated business systems.	4 business hours (via the Customer Support Portal)
2	Production system performance is degraded, but operational; Issue affects essential functions; or Issue is blocking critical systems tests or deliverables.	1 business day
3	General product questions relating to development, feature issues, or documentation.	2 business days

3. PLATINUM PROGRAM

3.1. Platinum Program. Platinum Program includes the features that Jive makes generally available to its Platinum Program Cloud customer base during the applicable Term.

3.2. Electing Platinum Program. Customer may upgrade to the Platinum Program at any time provided that Customer pays additional associated fees as indicated on the applicable Pricing Schedule. Such fees may be prorated if the upgrade is made any time during the then-

current Term. However, Customer may only downgrade from Platinum Program to Standard Support at the time of renewal. To downgrade from the Platinum Program to Standard Support, Customer must provide written notice to Jive at least sixty (60) days prior to the expiration of the then-current Term. Such notice must specify whether the downgrade is to Standard Support and Customer shall pay Jive's then-current fees for that level of Support.

3.3. Platinum Program. The Platinum Program features include the Standard Support described herein. Support is available 24x5 for all Issues and 24x7 for Severity 1 cases.

3.4. Severity Classification and Response Time Goals. Issues are classified according to severity of impact on the use of the Hosted Solution, according to the chart below. All disputes regarding severity classification will be resolved by Jive in its sole discretion.

Platinum Program Response Time Goals

Severity	Impact	Response Time Goal
1	Production system is down impacting all applications and associated business systems.	immediate (by phone or voicemail) 1 hour (via the Customer Support Portal)
2	Production system performance is degraded, but operational; Issue affects essential functions; or Issue is blocking critical systems tests or deliverables.	4 hours
3	General product questions relating to development, feature issues, or documentation.	next business day

4. OBLIGATIONS OF CUSTOMER

4.1. Support Contact. All communications relating to Support will be supervised, coordinated, and undertaken by no more than two (2) designated contact persons per Customer work-shift who will act as a point of contact between Customer and Jive. Each contact must possess or, at Customer's expense, acquire the necessary expertise and training to diagnose and resolve Issues with direction by Jive.

4.2. Pre-Call Procedures. Prior to requesting Support from Jive, Customer shall comply with all published operating and troubleshooting procedures for the Hosted Solution. If such efforts are unsuccessful in eliminating the Issue, Customer shall then promptly notify Jive of the Issue. Customer shall confirm that the following conditions are true before contacting Jive for support:

4.2.1. **Reproduction.** If possible, the situation giving rise to the Issue is reproducible in a single supported Hosted Solution;

4.2.2. **Support Representative.** The Customer contact has the technical knowledge regarding the Hosted Solution and any other software or hardware systems involved, and in the facts and circumstances surrounding the Issue;

4.2.3. **Access.** The entire system, including all software and hardware, is available to the Customer contact without limit during any communication with Jive support personnel; and

4.2.4. **Availability.** If requested and required, Customer must make available to Jive a technical representative during support hours of coverage for all Issues. Jive reserves the right to suspend all work relating to any Issues during periods for which the Customer does not provide access to a technical representative or requested data to continue work on the Issue.

4.3. Remote Connection. If appropriate, Customer will cooperate with Jive to allow and enable Jive to perform Support via remote connection using standard, commercially available remote control software. Customer will be solely responsible for instituting and maintaining proper security safeguards to protect Customer's systems and data.

4.4. Updates. Customer acknowledges and agrees that SaaS services updates provided by Jive pursuant to this Addendum may, in Jive's sole discretion, require additional training of Customer's personnel. Such training will be performed in accordance with Section 5.

4.5. Disclaimer. Jive will not be responsible to provide Support, updates, or any other maintenance and support to the extent that Issues arise because Customer: (a) misuses, improperly uses, mis-configures, alters, or damages the Hosted Solution; (b) uses the Hosted Solution with any hardware or software not recommended by Jive; (c) uses the Hosted Solution at any unauthorized location; (d) fails to install an update to the Hosted Solution if such update would have resolved the Issue; or (e) otherwise uses the Hosted Solution in a manner not in

accordance with the Agreement.

5. ADDITIONAL PROFESSIONAL SERVICES

5.1. Scope. Customer may purchase supplemental professional services for an additional fee. Fees related to such services will be set forth in a statement of work signed by both parties. If no fee is stated, then services will be provided at Jive's standard rate for equivalent services in effect at the time the statement of work is executed. For clarity, if any services are explicitly included in the Support Level selected by Customer, then such services do not require payment of an additional fee.

5.1.1. **On-Site Services.** Customer may purchase on-site Support.

5.1.2. **Training.** Customer may purchase training services with respect to the Hosted Solution.

5.1.3. **Consulting.** Customer may purchase consulting services related to defects caused by Issues other than the Hosted Solution.

5.2. Out of Pocket Expenses. Customer shall pay all reasonable out-of-pocket expenses incurred by Jive, including costs for meals, lodging, and travel related to these additional services.