



SUPPORT SERVICES APPENDIX TO THE SOFTWARE MASTER SOFTWARE AND SERVICES AGREEMENT

I. SaaS Support Services (applicable for Spectrum; Smartflow; NiceLabel Cloud; P360):

1. During the Term, Software shall provide Customer with Updates to the SaaS offerings and telephone, portal, and email-based technical support for the SaaS offerings (collectively, the “SaaS Support Services”), as follows:

(a) Updates. Software will install Updates to Customer’s purchased SaaS offerings during the Term of the Agreement at Software’s discretion; *provided, however*, that to the extent Customer has received and installed the Installed Applications on the Customer Systems, Software will make Updates to Installed Applications available to Customer for electronic download only upon request by Customer. All such Updates shall be subject to and governed by the terms and conditions of the Agreement. Software shall use reasonable efforts to avoid unscheduled downtime for maintenance of the SaaS offerings.

(b) Technical Support. Software will provide technical support as provided in subsections (i) and (ii) below to assist Customer in the resolution of problems encountered by Customer in the normal use and operation of the SaaS offerings.

(i) *Support*. Technical support shall be provided via email, portal and telephone in accordance with the coverage period listed in the following table.

SaaS Support Services Levels

Support Level	Coverage
Platinum	Twenty-four (24) hours per day, seven (7) days per week.
Standard	Monday – Friday 8AM – 5PM based on the region where the SaaS offerings were purchased subject to the table below.*

****For clarity, Standard Level SaaS Support Services are only available for NiceLabel Cloud and P360 products.***

Standard Support Level Regional Hours

Region	North and South America	EMEA	APAC and China
Standard Support Coverage	Mon-Fri 8am-5pm CST on Business Days	Mon-Fri 8am-5pm CET on Business Days	Mon-Fri 8am-5pm Shanghai Time on Business Days

(ii) *Escalation and Resolution*. Software will use the resources within its reasonable control to provide technical support and to verify, diagnose and correct any errors or defects or produce “work arounds” in the SaaS offerings in accordance with the following support escalation procedures.

Support Escalation Procedures and Service Levels

Priority	Definition	Initial Response	Next Follow-up
Critical	Any issue that prevents the use of the SaaS offerings in a Production environment where all or a clear majority of Users are not able to access the system to perform normal functions.	Platinum: 1 hour Standard: 1 hour	Every 3 hours or the next mutually agreed upon scheduled contact time until resolution.
High	Any issue that materially affects an important functional aspect of the SaaS offerings in a Production environment where the product is usable, but severely limited.	Platinum: 1 hour Standard: 2 hours	Every 4 hours or the next mutually agreed upon scheduled contact time until resolution.
Medium	Minor feature/product failure.	Platinum: 4 hours Standard: 12 hours	The next mutually agreed upon scheduled contact time as needed.
Low	Minor problems or questions that do not affect product functionality, such as How-To's, documentation, and general questions.	Platinum: Next Business Day Standard: 5 Business Days	The next mutually agreed upon scheduled contact time as needed.

II. On-Premise Software Support Services (for On-Premise Subscription Spectrum; P360; NiceLabel LMS):

1. During the Term, Loftware shall provide Customer with Updates to the Software and email, portal and telephone technical support for the Software (collectively, the “**On-Premise Software Support Services**”), as follows:

(a) Updates. Loftware will provide Updates to the Software via Internet download upon request. All such Updates shall be subject to and governed by the terms and conditions of this Agreement. Updates do not include new product releases.

(b) Technical Support. Loftware will provide technical support as provided in subsections (i) and (ii) below to assist Customer in the resolution of problems encountered by Customer in the normal use and



operation of the Software.

(i) *Support.* Technical support shall be provided by email, portal and telephone in accordance with the coverage period listed in the following table commensurate with the On-Premise Software Support Services purchased by Licensee included in the Annual Software License Fees.

On-Premise Software Support Services:

Support Level	Coverage
Platinum	Twenty-four (24) hours per day, seven (7) days per week.
Standard	Monday – Friday 8AM – 5PM based on the region where the On-Premise Subscription was purchased subject to the table below.*

****For clarity, Standard Level On-Premise Software Support Services are only available for NiceLabel LMS and P360 products.***

Standard Support Level Regional Hours

Region	North and South America	EMEA	APAC and China
Standard Support Coverage	Mon-Fri 8am-5pm CST on Business Days	Mon-Fri 8am-5pm CET on Business Days	Mon-Fri 8am-5pm Shanghai Time on Business Days

(ii) *Escalation and Resolution.* Loftware will use the resources within its reasonable control to provide technical support and to verify, diagnose, correct errors, correct defects or produce “work arounds” in the Software in accordance with the following support escalation procedures times.

Support Escalation Procedures:

Priority	Definition	Initial Response	Next Follow-up
Critical	Any issue that prevents the use of the On-Premise Subscription in a Production environment where all or a clear majority of Users are not able to access the Software to perform normal functions.	Platinum: 1 hour Standard: 1 hour	Every 3 hours or the next mutually agreed upon scheduled contact time until resolution.
High	Any issue that materially affects an important functional aspect of the On-Premise Subscription in a Production environment where the Software is usable, but severely limited.	Platinum: 1 hour Standard: 2 hours	Every 4 hours or the next mutually agreed upon scheduled contact time until resolution.
Medium	Minor feature/product failure.	Platinum: 4 hours Standard: 12 hours	The next mutually agreed upon scheduled contact time as needed.
Low	Minor problems or questions that do not affect product functionality, such as How-To’s, documentation, and general questions.	Platinum: Next Business Day Standard: 5 Business Days	The next mutually agreed upon scheduled contact time as needed.

Loftware supports up to one (1) back-level major release of the Software (for example, upon the release of version 3.0, Loftware will not support any versions prior to 2.0). Software Support Services do not include any on-site or remote consulting services, training services or other services not expressly set forth in the Agreement.