



MAINTENANCE AGREEMENT FOR SAAS SERVICE OFFERINGS

\*\*\*IMPORTANT\*\*\*

THIS MAINTENANCE AGREEMENT ("**AGREEMENT**") IS EFFECTIVE AS OF THE DATE OF THE CUSTOMER'S SIGNED ACCEPTANCE OF THE APPLICABLE ORDERING DOCUMENT MAKING REFERENCE TO THESE TERMS.

ANY AND ALL REFERENCES TO "**CUSTOMER**" SHALL BE DEEMED TO MEAN THE CUSTOMER SET FORTH IN AN APPLICABLE ORDERING DOCUMENT.

THIS AGREEMENT IS A LEGALLY BINDING DOCUMENT BETWEEN YOU (MEANING THE INDIVIDUAL PERSON OR THE ENTITY THAT THE INDIVIDUAL REPRESENTS THAT HAS OBTAINED THE SOFTWARE FOR ITS INTERNAL PRODUCTIVE USE AND NOT FOR OUTRIGHT RESALE) (THE "**CUSTOMER**") AND ARCHER (WHICH MEANS (I) IF CUSTOMER IS LOCATED IN THE UNITED STATES, MEXICO, OR SOUTH AMERICA, THEN THIS IS A LEGAL AGREEMENT BETWEEN THE CUSTOMER AND ARCHER WITH "**ARCHER**" MEANING RSA SECURITY LLC. IF CUSTOMER IS LOCATED OUTSIDE OF THE UNITED STATES, MEXICO OR SOUTH AMERICA, THEN THIS IS A LEGAL AGREEMENT BETWEEN THE CUSTOMER AND ARCHER, WITH "**ARCHER**" MEANING (II) RSA SECURITY & RISK IRELAND LIMITED, OR (III) OTHER AUTHORIZED RSA OR ARCHER ENTITY AS IDENTIFIED ON THE ARCHER QUOTE OR OTHER ARCHER ORDERING DOCUMENT.

THIS AGREEMENT SETS FORTH THE GENERAL TERMS AND CONDITIONS UNDER WHICH ARCHER WILL PROVIDE AND CUSTOMER WILL RECEIVE MAINTENANCE SERVICES DESCRIBED HEREIN.

GENERAL TERMS AND CONDITIONS

- 1 **DEFINITIONS.** The Parties agree that unless otherwise defined herein, the existing definitions set forth in any applicable license agreement between Archer and Customer shall apply to this Agreement to the extent such terms are used herein.
- A. "**Customer Contacts**" means identified Customer personnel who are familiar with Customer's software environment and will coordinate all technical support calls to Archer.
- B. "**Documentation**" means the then-current, generally available, written user manuals and online help and guides for any Software provided by Archer.
- C. "**Error**" shall mean any reported malfunction, error or other defect in the Product that can be reproduced by Archer and constitutes a non-conformity from the Product Documentation. Each Error will be assigned a severity level as further detailed in Section 3(A) below.
- D. "**Product**" means Software. Products do not include Evaluation Products.
- E. "**Production System**" shall mean a computer system upon which the Product is installed and resident and which is used by Customer for purposes other than development, quality, assurance, disaster recovery or testing.
- F. "**Relief**" shall mean an intervention by Archer that restores Product operations impacted by an Error. Examples may include without limitation: (i) a solution or workaround has been provided to resolve the Product issue; (ii) Customer's Production System is operational and Customer is able to perform business critical operations that relate to the Product; and/or (iii) the identified Error does not originate from the Product.
- G. "**Service Request**" shall mean a ticket that has been opened, documented, and is being managed by Archer in response to a Customer's report of an Error.
- H. "**Software**" shall mean the software licensed by Customer under this Agreement, consisting of a series of instructions or statements in machine-readable, object code form only.

## Internal Use

I. **“Software Release”** means any subsequent version of Software that Archer makes generally available to its customers who are current on their Maintenance Services fees but does not mean new Software.

## 2 MAINTENANCE SERVICES

A. **Enhanced Support Coverage.** Customers may purchase the following Maintenance Services:

(i) **“Enhanced Support Coverage”** shall include the following Maintenance Services: (a) Telephone Support on a 24 x 7 x 365 basis, with rapid resolution by global network of support centers; and (b) Web Support.

(ii) Hours of support for Enhanced Support Coverage are subject to change by Archer upon prior written notice.

### B. Maintenance Services.

(i) Except as otherwise provided in Section C below (Personalized Support Options), all Maintenance Services are provided remotely from Archer’s premises as follows:

(a) Web Support. Archer shall provide Customer with access, through a separate registration process, to (i) for Customers who have licensed Archer Software and any other Archer product where such resources are available, such Archer product’s community offering Blogs, Discussion Forums, and download of patches and bug fixes, and (ii) for all other Customers, Archer’s online technical support knowledge database, offering Customer the ability on a 24 x 7 basis (24 hours a day, seven days a week) to raise issues, monitor Services Requests, and download patches and bug fixes. Archer’s on-line Web Support resource is currently hosted at the following web address: <https://www.archerirm.community/>.

(b) Telephone Support. Archer shall provide telephone support to Customer. Archer’s Telephone Support numbers are currently located at: <https://www.archerirm.community/>.

(ii) In the performance of the Maintenance Services, Archer will:

(a) Use good-faith, commercially reasonable efforts to aid in the diagnosis of, and correct, Errors in the Software and / or Product; and,

(b) Provide advice on how to use the Products by way of telephone, e-mail, and web-based technical assistance.

C. **Software Operating System Upgrades.** Customers who have an active SaaS Subscription term shall also receive the following software upgrades:

(i) **Software Upgrades.** All Software Releases (including all Error corrections made available pursuant to this Agreement) that Archer in its sole discretion: (a) deems to be logical improvements to the Software; (b) make generally available to all licensees of the Software; and (c) does not separately price or market.

D. **Personalized Support Options.** Customers who pay for Enhanced Support Coverage, may purchase the Personalized Support Options described herein at an additional fee and as ordered in a Quote, Schedule, or Customer Purchase Order, and such personalized support options may be subject to additional terms located in a Service Brief, SOW, or similar document.

In addition to the TAM and DSE support services specified below, all Personalized Support Options will include the following services:

- (1) Review, reporting, and management of Service Requests
- (2) Monitoring and notification to client of Service Request trends
- (3) Technical escalation management
- (4) Bi-annual on-site account reviews
- (5) Conference calls, scheduled as necessary, to discuss support-related matters; and
- (6) If the TAM or DSE is unavailable, Customer may access Archer’s 24x7x365 Telephone Support

(i) **Designated Support Engineer (DSE) Support Services.**

(a) Designated Support Engineer. Archer shall provide a senior Designated Support Engineer (“DSE”) who will act as Customer’s single and direct point of contact on all technical issues associated with an assigned Product. The DSE will become familiar with Customer’s technical environment, staff and unique support issues and will work directly with the Customer Contacts to resolve issues, manage technical escalations, and deliver business reviews. The DSE shall be reasonably available by telephone during Standard Support Hours

(b) Limitations

- (1) DSE Support Services shall be provided in English language only.
- (2) Each DSE will be assigned to one Product and one regional time zone only, to be selected by Customer (i.e. North America (EST or PST), Europe Middle East Africa, and Asia Pacific Japan). Customer must purchase additional DSE support for additional Products and/or regional time zones.
- (3) Customer shall be required to identify a maximum of four (4) Customer Contacts, who are familiar with Customer’s software environment, to coordinate all technical support calls and/or interaction with the identified DSE as set forth above.

3 **SOFTWARE ERROR SEVERITY CLASSIFICATIONS AND SERVICE REQUEST RESOLUTION PROCESS.**

A. **Software Error Severity Classifications.** All Software Errors shall be classified by Archer as follows:

<b>Error Severity</b>	<b>Definition</b>	<b>Examples</b>
<b>1 (“S1”)</b>	Critical: Severe problem preventing Customer or workgroup from performing critical business functions	<ul style="list-style-type: none"> <li>▪ Production System data corruption (data loss, data unavailable)</li> <li>▪ Production system crash or hang</li> <li>▪ Production Systems significantly impacted, such as severe performance degradation</li> <li>▪ Production System and/or data is at high risk of potential loss or interruption</li> <li>▪ Production System workaround is required immediately</li> <li>▪ Time critical Production cutover impacted</li> </ul>
<b>2 (“S2”)</b>	High: Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	<ul style="list-style-type: none"> <li>▪ Production System adversely impacted</li> <li>▪ Non-Production System data corruption (data loss, data unavailable)</li> <li>▪ Non-Production System crash or hang</li> <li>▪ Non-Production System and/or data is at high risk of potential loss or interruption</li> <li>▪ Non-Production System workaround is required immediately</li> <li>▪ Development system(s) is inoperative</li> </ul>
<b>3 (“S3”)</b>	Medium: Customer or workgroup performance of job function is largely unaffected	<ul style="list-style-type: none"> <li>▪ Production or development system has encountered a non-critical problem or defect and/or questions have arisen on product use.</li> </ul>
<b>4 (“S4”)</b>	Request: Minimal system impact; includes feature requests and other non-critical questions	<ul style="list-style-type: none"> <li>▪ No Customer business impact</li> <li>▪ Requests for enhancements by Customer</li> </ul>

- B. **Software Support Service Level Objectives (SLOs).** Archer will use reasonable commercial efforts to provide customers with technical advice and assistance in connection with their use of the Software according to severity level. The table below sets forth Archer’s targets for support responses to Software Errors based on Severity Level:

SUPPORT LEVEL	SEVERITY LEVEL	INITIAL TARGET RESPONSE	TARGET WORK EFFORT	TARGET COMMUNICATION FREQUENCY
ENHANCED (24 x 7)	S1	1 hour (24 x 7)	Continuous 24x7 until Relief identified	Every 3-4 hours, 7 days/week
	S2	3 hours (24 x 7)	Daily, during Customer business hours*	Once per day, business hours*
	S3	4 hours (9x5)	Weekly during business hours	Once a week
	S4	10 hours (9x5)	Every other week during business hours	Twice a month

\* Available weekends and evenings per Customer request

C. **Software Service Request Resolution Process**

- (i) Process. Archer handles all Customer support Service Requests on a **first-in-first-out** basis. Archer shall prioritize all Errors according to their impact to Customer using the severity definitions described in Section 3(A) above. Archer may upgrade or downgrade the severity of an Error depending on developments during the resolution process. For example, if available, a temporary resolution may be provided to mitigate the material impact of a given Error resulting in the reduction of the severity of a Service Request.
- (ii) Escalation. If Customer and Archer are unable to mutually agree upon a resolution plan for S1 and S2 Errors, then the parties shall escalate the Service Request in accordance with Archer’s escalation process. Once the escalation process has been initiated, Archer shall provide Customer with Service Request progress updates via phone or email on a mutually agreed upon schedule. Such progress updates shall include information about the Error description, daily progress, root cause (if known) and overall plan to resolve the Error.

4 **CUSTOMER OBLIGATIONS.**

- A. **Documenting Errors.** Customer shall use good-faith, reasonable efforts to isolate and document Errors to enable Archer to fulfill its obligations herein. Once a Service Request has been initiated, Customer will be asked to provide necessary Error data which may include but not be limited to, applicable identification number for Software, description of Error, any error messages, and any requested support files.

5 **ADDITIONAL EXCLUSIONS.**

- A. **Use.** Maintenance Services specifically **excludes** support for any Errors caused by (i) operator error or use of the Software in a manner not in accordance with the Product Documentation; (ii) use of the Software with software other than that for which the Software was originally licensed; (iii) Errors caused by any fault in the Customer’s environment, hardware, or in any software used in conjunction with the Software but not provided by or approved by Archer; (iv) any integration, modification, or repair of the Software made by any person other than Archer; (v) installation of any appliance, firmware, or operating system on the other than that provided by Archer; (vi) unusual physical, electrical or electromagnetic stress, fluctuations in electrical power beyond Product specifications, or failure of air conditioning or humidity control; and (vii) accident, misuse, or neglect or causes not attributable to normal wear and tear. In addition, support excludes any Errors for which a correction is available in a subsequent Software Release than that currently operated by Customer and which has been made available to Customer by Archer.

6 **WARRANTY**

- A. **Services Warranty.** Archer warrants that such Maintenance Services provided hereunder shall be performed in a workmanlike manner consistent with generally accepted industry standards. Customer must notify Archer of any such warranty failure within ten (10) days from the date of performance of such Maintenance Services. Notwithstanding anything to the contrary contained herein, Archer does not warrant or represent that all Errors, whether in Software, can or will be corrected. Archer's entire liability and Customer's exclusive remedy under the foregoing warranty shall be for Archer to use reasonable efforts to (i) re-perform the deficient services within a reasonable time, or (ii) replace any replacement parts which become defective during a period in which the Product containing the replacement part is covered by warranty or Maintenance Services, or sixty (60) days after installation thereof, whichever occurs later. If, after reasonable efforts, Archer is not able to correct such deficiencies then Customer has the right to terminate the portion of the Maintenance Services that could not be performed in accordance with generally accepted industry standards.
  
- B. **Disclaimer of Warranties.** EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY SECTION, Archer PROVIDES MAINTENANCE SERVICES "AS IS" AND MAKES NO OTHER EXPRESS WARRANTIES, WRITTEN OR ORAL, AND ALL OTHER WARRANTIES ARE SPECIFICALLY EXCLUDED, UNINCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, AND ANY WARRANTY ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, OR USAGE OF TRADE.
  
- 7. **GENERAL.** All Releases or other enhancements, modifications or fixes to the Archer Software provided to Customer pursuant to this Agreement constitute Archer Software licensed to Customer under any applicable SaaS Service Offering between Archer and Customer (the "SaaS Agreement"). This Agreement is not an amendment to any such SaaS Agreement but is a separate binding agreement that incorporates terms of any such SaaS Agreement relating to license and ownership rights, use limitations, limitation of liability, and confidentiality and non-disclosure obligations. Additionally, this Agreement incorporates by reference any "Miscellaneous" or "General" provisions of any such SaaS Agreement in their entirety.

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