

## Exhibit D: Technical Support Services Guidelines (TSSG)

The following technical support services guidelines apply to Support Services for the Customer use of "Covered Services" as set forth in Exhibit C.

### **1. Request Submission**

#### **1.1 General**

The Customer may submit Requests online, or through the Service Help Centre or support portal. When making a Request, the Customer shall provide requested diagnostic information including but not limited to: (i) describing the problem, the configuration, and the Customer's network; (ii) providing relevant data; and (iii) communicating further online to answer questions and assist Alphacruncher Support Personnel as appropriate.

#### **1.2 The Customer's Efforts to Fix Errors**

Prior to making a Request to Alphacruncher, the Customer shall use reasonable efforts to resolve issues, to fix any error, bug, malfunction or network connectivity defect without escalation to Alphacruncher. Thereafter, the Customer may submit a written request for technical support through the Service Help Centre or support portal, or online.

#### **1.3 Characterization of Requests**

Upon receiving a request from the Customer, Alphacruncher shall determine whether the request is a "Service Unusable," "Standard Request" or a "Feature Request". Any such determination made by Alphacruncher is final and binding on the Customer. Alphacruncher reserves the right to change the Customer's priority designation if Alphacruncher believes that the Customer's designation is incorrect and shall inform the Customer of any such change in its response to the Request. The Customer may appeal any such reclassification to Alphacruncher's support management for review through any available support channel.

### **2. Procedures for Acknowledgement and Resolution of Requests**

#### **2.1 Request Acknowledgement**

Alphacruncher may respond to a Request by acknowledging receipt of the Request. The Customer acknowledges and understands that Alphacruncher may be unable to provide answers to, or resolve all, Requests.

**2.2 Feature Requests**

If Alphacruncher deems a Request as a Feature Request, Alphacruncher shall log such Request for consideration to add to a future update or release of the Services and shall consider the matter closed. Alphacruncher is under no obligation to respond to or resolve any Feature Request or to include any such Feature Request in any future update or release.

**3. Accessing Support**

The Customer's Users of the Covered Services are provided support solely through the Service's Help Centre, which is accessible at such URL as Alphacruncher may provide. The Customer is responsible for responding to any questions and complaints by Users or other third parties relating to the Customer's or its Users' use of the Services, with such support services to be provided at the Customer's own expense.

**4. Support Hours and Target Initial Response Times**

Alphacruncher shall provide access to Service's Help Centre on a 24 x 7 basis. Online submitted Requests are responded to with a target initial response time of 1 business day or less. Alphacruncher Support Personnel shall be available to provide support online.

**5. Priority and Escalation Matrix**

<b>Priority</b>	<b>Description</b>	<b>Initial Response Time</b>	<b>Target Update Time</b>	<b>Target Fix Time</b>
<b>P1</b>	Critical service-access issue affecting more than one user. Covered Service unavailable or unusable, with no workaround.	One (1) business hour after Request is received	1 hour	Immediate - work commences and continues until issue resolved or workaround deployed
<b>P2</b>	Critical service-access issue affecting one user, or an issue affecting collaboration among users. Covered Service does not operate as expected, with no feasible workaround.	Four (4) business hours after Request is received	1 business day	2 business days, subject to available maintenance slot

<b>P3</b>	Covered Service does not operate as expected, but a workaround is available.	One (1) business day after Request is received	1 business day	Next software release/service update
<b>P4</b>	Covered Service does not operate as desired, but functions and a workaround is not necessary.	Two (2) business days after Request is received	2 business days	n/a

**6. Hours of Coverage**

Standard Business Hours: Monday – Friday (6:00AM - 6:00PM Current UTC, Time Zone (Coordinated Universal Time), excluding the holidays listed below.

All issues shall be supported during Standard Business Hours. Alphacruncher Support Personnel shall not be available on the following major holidays:

- New Year’s Day
- Christmas Eve (December 24)
- Christmas Day (December 25)
- Easter Monday

**7. Standard Support**

The Customer shall receive standard support which includes the following:

- Automatic product upgrades of the Services
- Maintenance updates of the Services
- Online self-help and training for End Users and Administrators designed to assist Customers with implementation and use of the Services
- Access to support online, or via Service’s Help Centre or support portal.
- Status Dashboard and support portal providing real-time publicly available status information for the Services

**8. Maintenance**

To ensure optimal performance of the Services, Alphacruncher performs periodic Maintenance. In most cases, Maintenance shall have limited or no negative impact on the availability and functionality of the Services. If Alphacruncher expects planned Maintenance to negatively affect the availability or functionality of the Services, Alphacruncher shall use commercially reasonable efforts to provide at least seven days advance notice of the Maintenance. In addition, Alphacruncher may perform emergency unscheduled Maintenance at any time. If Alphacruncher expects such

emergency unscheduled Maintenance to negatively affect the availability or functionality of the Services, Alphacruncher shall use commercially reasonable efforts to provide advance notice of such Maintenance. Maintenance notices noted above shall be provided via the Covered Services' dashboard and/or support portal. In addition, Customers who subscribe may also be able to receive email and/or RSS feed notifications of Maintenance.

**9. Language**

All support provided by Alphacruncher Support Personnel pursuant to these Guidelines shall be provided in English language.

**10. Support Data Processing Activities**

Alphacruncher collects and processes Support Data for the purpose of providing the support services described in these Guidelines and maintaining the Services.