

VISIER PREMIUM SUPPORT POLICY (ENTERPRISE)

Last updated: March 11, 2025

This Visier Premium Support Policy ("Premium Support Policy") is governed by the Master Software as a Service Agreement entered into by and between Visier and Customer ("MSA"). All provisions of the MSA apply to this Premium Support Policy. If there is any conflict between this Premium Support Policy and the MSA, the MSA will prevail with respect to matters within its scope. Capitalized terms not otherwise defined herein have the meanings ascribed to them in the MSA. For purposes of this Premium Support Policy, the terms "We/we", "Us/us", and "Our/our" shall refer to Visier, and the terms "You/you" and "Your/your" shall refer to Customer.

1. Application

In addition to the Support Policy, where the applicable Order includes the purchase of premium support, Customer will receive the enhanced support and service levels set out in this Premium Support Policy.

2. Support Requests

a. Issue Logging

You may log support issues 24 hours a day, 7 days a week, 365 days a year, by logging into <https://help.visier.com/visiersupport>, by creating a new case in the support section of the Visier Community website, or by clicking on the 'help' icon from your SaaS Services.

b. Assigned Team

We will assign you a dedicated team of Visier support analysts ("Assigned Team"). Your Assigned Team is available to respond to requests and log issues during our normal operating hours, which are between 8:00 a.m. and 6:00 p.m. Pacific Standard/Daylight Time, Monday through Friday, excluding United States and Canadian holidays ("Business Hours"). Your Assigned Team is responsible for:

- i. responding to your requests and logging issues during Business Hours;
- ii. overseeing and managing your open support issues;
- iii. troubleshooting and diagnosing reported issues to identify root causes and implement solutions;
- iv. escalating complex or unresolved support issues to appropriate internal resources within Visier according to established escalation procedures; and
- v. providing guidance and best practice recommendations regarding the use and optimization of the SaaS Services.

Wherever possible, your support requests will be assigned to a member of your Assigned Team. If no member of your Assigned Team is currently available, your support requests will be assigned to a backup Visier support analyst until a member of your Assigned Team becomes available.

c. Issue Classification: Enhanced Response Times

We will classify and use commercially reasonable efforts to respond to each reported support issue on an enhanced basis according to the following table:

<i>Priority Level</i>	<i>Description</i>	<i>First Response Time</i>
1 – Critical	The SaaS Services suffer an error or issue in a production down situation that cannot be reasonably circumvented and renders the SaaS Services, or components of the SaaS Services that are critical to the Customer's business, effectively unusable.	Within 2 hours of issue reporting, 24 hours per day, 7 days per week

2 – High	The SaaS Services suffer an error or issue in production that cannot be reasonably circumvented and substantially impairs the use of one or more portions or features of the SaaS Services required by Customer to perform necessary business functions, but does not render the SaaS Services effectively unusable.	Within 4 Business Hours
3 – Moderate	The SaaS Services suffer a low impact error or issue that impairs the use of certain features and can be reasonably circumvented.	Within 4 Business Hours
4 - Low	The SaaS Services suffer a minor or cosmetic issue that does not materially impair use.	Within 4 Business Hours

d. Prioritized Responses

By purchasing premium support, you will receive prioritized responses on support requests.

3. Security Model Consultation

You are entitled to a one-time consultation regarding your implementation of Visier's permission-based security model (the "Visier Security Model") within your instance of the SaaS Services. Visier personnel will review your security permissions and data sets, recommend best practices, and provide other relevant considerations regarding your implementation of the Visier Security Model.

4. Additional Change Requests

"Change Request" means your request to Visier to change your Visier application, including without limitation a request to make configuration changes, amend data load settings, or create custom dimensions, metrics or concepts. For each year of your Order term, you are entitled to the quantity of Change Requests set out on the applicable Order. By purchasing premium support, you are entitled to additional Change Requests during each year of your Order term, as shown on the applicable Order. Upon evaluating the scope of a Change Request, Visier will either accept the Change Request or propose additional Professional Services. Visier may decline a Change Request where substantially similar Application Content exists in Visier's product or service offerings or Visier determines that additional Professional Services are required.

End Visier Premium Support Policy