verato ®

VERATO, INC.

Technical Support Guide

Version 3.1
Dated: December 13, 2022

Table of Contents

1 PURPOSE OF VERATO TECHNICAL SUPPORT GUIDE

    a. Define Verato Support; and

    b. Describe the operation of Verato Support Services.

2 IMPORTANT CONTACT INFORMATION AND EXAMPLES OF USE CASES

Contact Info	Details	Example Uses
https://support.verato.com	**Verato Support Portal** Online portal used to submit and monitor support tickets with Verato, as well as access online help articles. Access will be provided to up to three (3) Designated Support Contacts (DSCs).	All support requests and severities: • General operational questions • Issues significantly or critically impacting performance • Configuration changes • New, or deactivate account requests
customerservice@verato.com	**Verato Support Email:** Non-DSC users can reach out to Verato Support via this email address for individual low-impact support issues. Verato does not guarantee SLAs for email support.	Non-critical issues not requiring a DSC intervention, such as: • Password reset
(703) 270-0874	**Verato Emergency Support Hotline:** Can be used by any DSC to alert Verato Support of critical-impact issues to production environments *outside of business hours*, which are 9 AM-6 PM EST, Monday - Friday. Excluding Federal Holidays.	Business critical issues, such as: • Verato Service access is impaired • Significantly degraded performance • Time-critical production issue such as security certificate expiring

3 VERATO SUPPORT PLAN

The Verato Support Plan is both a service program and resource program that Verato provides to Customer during the License Term (the "Support Plan"). The Verato Support Plan offers technical assistance to a Customer to ensure correct and continuous access to the Verato Services and any Licensed Data. The Support Plan does not take the place of training and documentation, but instead offers technical assistance, particularly when Customer's access to the Verato Service is impaired, or the Verato Service appears to be functioning improperly. The Support Plan is also the primary vehicle by which Customer can report suspected product defects, as well as submit requests for defect correction, product extensions, and enhancements (via support cases).

3.1 ITEMS EXCLUDED FROM VERATO'S SUPPORT PLAN

Verato's Support Plan does not include assistance with non-Verato products, services, or technologies, including Customer's or third-party databases, applications, networks, or computer systems.

3.2   COVERAGE TIME

The Coverage Time listed in Table 1 below indicates the time windows during which Verato's Support Representatives are available to respond to a new support case.

Coverage Time by Support Case Severity	
Severity Level	**Coverage Time**
Level 1 – Critical	24x7
Level 2 – High	24x7
Level 3 – Medium	9am-6pm EST, Monday - Friday, Excluding Federal Holidays
Level 4 – Low	9am-6pm EST, Monday - Friday, Excluding Federal Holidays

Table 1

For a description of the various Severity Levels, please refer to Table 2 under Section 4.5 below.

3.3   DESIGNATED SUPPORT CONTACTS

To use the Verato Support Plan, Customer selects which its employees will be "Designated Support Contacts" or "DSCs". Customer is permitted to designate three (3) employees as DSCs. Customer may change its designated DSCs at any time by providing notice of such change by submitting a case at support.verato.com.

These DSCs are authorized by Customer to use the Verato Support Services and act as the direct liaison between Customer and the Verato Support Representative assigned to each Support Case. The DSCs should be properly trained and authorized to access and use Personally Identifiable Information ("PII") or Protected Health Information ("PHI") that might be revealed *only if absolutely necessary* whilst carrying out the support troubleshooting processes.

Designated Support Contacts shall be responsible for:

    a.   Submitting support cases to Verato;

    b.   Interacting with Verato Support Representatives to troubleshoot and resolve support cases;

    c.   Developing and conducting efforts to troubleshoot and resolve the technical issue within Customer's organization; and

    d.   Receiving official communications from Verato related to upcoming product changes or operational issues.

3.4   CHANGES TO VERATO'S SUPPORT PLAN

Verato may change its support plan details from time to time in its sole discretion; however, the service level will not be materially deprecated.

4   TECHNICAL SUPPORT PROCESS

4.1   OVERVIEW

The Verato Customer Support Portal allows you an easy and efficient way to obtain assistance for your operational needs. Specifically, the Customer Support Portal allows you to:

- Create new support cases
- Communicate with Verato Support Representatives
- See the full context of all your support cases and the resolution of each
- Access documentation for your Verato Services
- View upcoming planned maintenance windows for your Verato Services
- Access the Verato blog
- Access the Verato Knowledge Base
- Access various supporting documents, glossary, change log and more

When triggered by a DSC, the Verato Support Portal generates a new support ticket and assigns it a unique ticket number. Then, as described in greater detail in Section 4.5 below, Verato will work with the DSC to determine the Severity Level that will be assigned to each new support ticket. The Severity Level determination will be accomplished using both the descriptions in Table 2 below, and the impact the issue is having on Customer operations.

For each support ticket classified as Severity Level 1, 2 or 3; i) Verato will assign a Support Representative; ii) the Verato Support Representative will contact Customer's DSC within the response time set out in Section 4.6 below; and iii) Verato will resolve each such support ticket in the manner set out in Section 4.8 below.

4.2   LOGGING A SUPPORT CASE

The Verato Support Portal can be accessed at https://support.verato.com. A "Sign In" option is seen at the top of the Support Portal. The Customer's DSC will log in to the Support Portal using the credentials provided by Verato Customer Support to gain access to additional functionality, including the ability to submit support tickets.

The home page of the Verato Support Portal displays an interface including:

a.   Submit Ticket– Submit a new support ticket to Verato Support
b.   The Customer's Name, which in turn provides a dropdown box allowing Customer to access:
    1.   Customer's Support Profile information ("Profile")
    2.   Previous Support Tickets ("Requests")
    3.   "Activities" conducted in the Support Portal such as comments posted by Customer on knowledge base articles
    4.   An option to change Customer's password ("Change password")
    5.   An option to sign out of the Support Portal ("Sign out")

c.   Documentation – Access Verato's documentation for each of Customer's Verato Services

    d.   Upcoming Maintenance – information on Verato's upcoming scheduled maintenance events

To submit a new support ticket, a DSC will first "Sign In" to the Support Portal, then click **Submit Case** at the top of the page. The **Submit a new support case** form will be presented. Customer must input the following information into the webpage (items on the form with * asterisks are mandatory):

    a.   Subject – Brief description of the issue or question
    b.   Description – Detailed description of the issue or question, including as much supporting information as possible
    c.   Severity – Customer's perceived issue Severity Level (as defined in Section 4.5)
    d.   Product – The main Verato Service for which the request is being submitted
    e.   Component – The Verato Product/Component for which the request is being submitted
    f.   Environment – the operational environment for which the DSC is submitting the Support Case, multiple environments can be selected as an option
    g.   No PHI/PII added – a confirmation that the support ticket information being submitted does not have any PHI or PII, to the best of the DSC's knowledge
    h.   Reproduction Steps – Steps to reproduce the issue to aid in troubleshooting (if applicable)
    i.   Impact on Operations – Description of the issue's impact on Customer's operations (if applicable)
    j.   Attachments – Supporting documentation/files (if applicable)

IMPORTANT NOTE: While the Verato Support Portal is HIPAA compliant for absolute security, the most secure way to share PHI/PII with Verato is via secure FTP. The Support Portal is not to be used for submitting any PHI/PII in support tickets. Customers must not add PHI/PII on comments to existing tickets. If PII, PHI or PAN (including but not limited to name, address, birthdate, SSN, or medical record number) are required to describe or troubleshoot an issue, the DSC and the Verato Support Representative will agree upon and use a separate secure FTP, secure email, or other secure process to communicate that information. Verato can provide Customer with secure FTP credentials when necessary and appropriate.

4.3   COMMUNICATION RELATED TO A SUPPORT CASE

When the new support ticket is submitted, a ticket number will be provided that the DSC can use to reference that new support ticket in the Requests section of the Help Center. The DSC will receive a confirmation email containing the Ticket Number, and a link to the case in the Support Portal. The DSC will also be notified by email any time a Verato Support Representative adds a comment to that support ticket. The DSC can respond to comments directly in the Support Portal, or by replying to the notification email generated by the Support Portal. At no time should PHI/PII be included in any email.

4.4   DIAGNOSING AND REPRODUCING ERRORS

In certain cases, Verato must be able to reproduce the errors at issue in order to resolve them. Accordingly, Customer's DSC must be available to work closely with the Verato Support Representative to reproduce/demonstrate the errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate via agreed-upon secure mechanisms.

4.5   SEVERITY LEVELS

When logging a support ticket with Verato, Customer's DSC should select the most appropriate Severity Level, referencing the information in the table below.

During initial response and problem description review, the Verato Support Representative and Customer's DSC will reasonably agree on a determination of the Severity Level for each support ticket before troubleshooting commences.

Severity Levels Assigned To Customer's Support Cases	
Severity Level	**Description**
Level 1* – Critical	Business operations are severely impacted because the issue is causing critical aspects of Customer's applications or business processes to be unavailable.
Level 2 – High	Business operations and processes are significantly impacted or degraded. Issue is persistent and affects many users and/or major important business functionality. No reasonable business or technical workaround is available.
Level 3 – Medium	Business operations and processes are degraded because of lower performance or non-availability of functionality. Short-term workarounds are available, or it is possible to operate at lower capacity for a period of time.
Level 4 – Low	Inquiry regarding a routine technical question or issue not affecting immediate Business operations or only affecting a very small number of users; or an enhancement request for the product.

Table 2

* If the Customer DSC uses the Verato Emergency Support Hotline to report a Severity 1 situation, the Verato Support Representative will create a new Severity 1 support ticket to track the issue and communications. This will be visible to the DSC on the Verato Support Portal.

4.6   SUPPORT RESPONSE TIME

Verato will use commercially reasonable efforts to respond to each new support ticket within the applicable response time set out in the table below.

Response Time by Support Case Severity	
Severity Level	**Response Time**
Level 1 – Critical	2 hours
Level 2 – High	2 hours
Level 3 – Medium	2 business days
Level 4 – Low	5 business days

Table 3

The measurement of Verato's Response Time: a) begins when Verato is first notified by Customer of the issue by submitting a Support Case on the Verato Support Portal; and b) ends at the point in time when the Verato Support Representative responds to Customer's DSC via phone, email or comment.

SLA for Critical Severity 1 cases originating via phone call on the Verato Emergency Support Hotline is measured the same as cases created via the Support Portal.

4.7   ESCALATION

Issues that Verato cannot promptly resolve may be escalated to higher support tiers for further investigation, analysis, and resourcing by Verato. Table 4 below outlines the Escalation Levels that are available to Customer upon request and as necessary.

| Escalation Of An Unresolved Support Case ||
Escalation Level	Title of Verato Employee That The Issue Is Escalated To
1	Support Manager or Customer's Technical Success Manager (TCSM)
2	Senior Engineering Manager
3	VP of Engineering
4	CCXO/CTO

Table 4

4.8   RESOLUTION MODES

Verato will use commercially reasonable efforts to resolve each support ticket that is submitted by Customer, as expeditiously as possible with regard to the Severity and Customer business impact. In resolving a given issue, Verato has the options of, among other things, updating the software code, changing the configuration of the software, recommending changes to Customer's configuration, or providing patches or workarounds.

5 SERVICE LEVEL AGREEMENT

Verato offers Uptime and Response Time SLA programs to customers that are compliant with the terms of their subscription. Over-deployed environments are not covered by these SLA. If your subscription order includes these SLAs, their terms are discussed in this section:

5.1 DEFINITIONS

(a) "Downtime" means the amount of time (measured in full minutes) that the Verato Service that Customer selects to use is not available due to Unplanned Outages, wherein the duration of such unavailability is aggregated over a given calendar-month.

(b) "Response Time" means the amount of time measured from when an interactive request is received by the API assigned to Customer's selected Verato Service, until the time when a response is sent by Verato to Customer through that same API. Response Times will not be measured during periods of Unplanned Outages.

(c) "Scheduled Maintenance" means periods of time when Verato renders the Verato Service that Customer desires to use unavailable to Customer so as to allow Verato to perform routine maintenance. Verato will notify Customer at least seven (7) calendar days in advance of Verato performing such Scheduled Maintenance through multiple communication channels like email, Customer service portal (support.verato.com).

(d) "Unplanned Outages" means the situation where the Verato Service that Customer wishes to use is unavailable for one (1) minute or more on any given occasion other than when Scheduled Maintenance is occurring. Unplanned Outages must conform with Section 4.4 of this Technical Support Guide wherein both Customer and Verato agree that the Unplanned Outage constitutes a Level 1 – Critical case. Unplanned Outages do not include times when Customer is not using the desired Verato Service or is unable to access or use the desired Verato Service due to: i) issues Customer is experiencing with Customer's own network or systems; ii) improper use of the Verato Service by Customer (for example, untested code in production, sudden increase in volume of transactions, unrecognized integration points, repeated submission of calls/flaws in retry logic); and/or iii) Force Majeure events.

(e) "Uptime" means the amount of time the Verato Service was available for Customer's access and use in a given month, and accounts for both Scheduled Maintenance and for the amount of Downtime the Customer experienced in that given month. Uptime is equal to (the total number of minutes in a given calendar month) minus (any Scheduled Maintenance) minus (any Downtime).

(f) "Uptime Percentage" means the percentage of time that the specific Verato Service that Customer wishes to use is available for Customer in a given month and is calculated by dividing (the Uptime in a given months) by (the sum of the Uptime and the Downtime in a given month).

5.2   UPTIME SERVICE LEVEL

Should Verato not deliver one hundred percent (100%) Uptime Percentage in a given month, Verato shall credit Customer according to the formula set out in Table 6 below (the "Uptime Service Credit").

Monthly Actual Uptime Percentage	Uptime Service Credit
Uptime Percentage is less than or equal to 100%, but equal to or greater than 99.5% in a given month.	No credit.
Uptime Percentage is less than 99.5%, but equal to or greater than 95% in a given month.	Twenty percent (20%) of the amount equal to one-twelfth of the Annual License Fee (as set out in the applicable Service Order) for the given Contract Year.
Uptime Percentage is less than 95%, but equal to or greater than 90% in a given month.	Thirty percent (30%) of the amount equal to one-twelfth of the Annual License Fee (as set out in the applicable Service Order) for the given Contract Year.
Uptime Percentage is less than 90% in a given month.	Fifty percent (50%) of the amount equal to one-twelfth of the Annual License Fee (as set out in the applicable Service Order) for the given Contract Year.

Table 6

Verato will undertake commercially reasonable measures to ensure that Uptime equals 100% during each calendar month provided that any Unplanned Outage occurring as a result of circumstances beyond Verato's reasonable control shall not be considered Unplanned Outage. Unplanned Outage will not include, without limitation, any downtime arising from: i) telecommunication or transportation difficulties; ii) public internet; or iii) Force Majeure.

It should be noted that the performance and availability of the Verato Services are directly dependent upon the quality of the Customer's internet connection. Failure of the Customer's internet connection to maintain satisfactory throughput and latency is outside the scope of Verato's responsibility and should be addressed by Customer directly with Customer's internet service provider. Verato is not responsible for internet infrastructure failures, and as such Customer's ability to receive Uptime Service Credit only applies to those components within the Verato's hosting obligations and server farm.

5.3   RESPONSE TIME SERVICE LEVEL

(i)   Response Time Targets

The response times under which the Verato Service is expected to perform (the " Response Time Targets" or "RTTs") for certain specific transactions are set out in the table below.

Types of Transaction	Response Time Targets
Demographics Query, Post Identity	< 1.5 seconds
Identity ID Query, Link Identity Query, Native ID Query	< 400 milliseconds

Table 7

Note: The times for Post Identity and Query API transactions are applicable only when Customer is requesting a single Smart View, or when they are requesting a response using the DEFAULT, GROUP_BY_SOURCE API directives.

(ii)   Response Time Service Level Credits*

Should Verato not meet the Response Time Targets listed in Table 7 above, Licensor shall credit Customer according to the formula set out in Table 8 below (the "Response Time Service Credit").

Monthly Response Time Service Levels	Response Time Service Level Credit
Monthly average of transaction Response Times at or below their respective RTTs in Table 7.	No credit.
Monthly average of transaction Response Times is above their respective RTTs in Table 7, but below 1.25x of those RTTs.	Twenty percent (20%) of the amount equal to one-twelfth of the Annual License Fee (as set out in the applicable Service Order) for the given Contract Year.
Monthly average of Response Times above 1.25x of their respective RTTs in Table 7, and below 1.75x of those RTTs.	Thirty percent (30%) of the amount equal to one-twelfth of the Annual License Fee (as set out in the applicable Service Order) for the given Contract Year.
Monthly average of Response Times above 1.75x of their respective RTTs in Table 7.	Fifty percent (50%) of the amount equal to one-twelfth of the Annual License Fee (as set out in the applicable Service Order) for the given Contract Year.

Table 8

5.4   REPORTS AND CREDITS

(i)   Reports – Upon request from Customer, Verato shall deliver reports that detail the amount of Uptime for any of the six (6) months prior to such request (the "Uptime Report"), wherein the Uptime Report will detail the Uptime Percentage, as well as any Scheduled Maintenance and Unplanned Outage events that occurred during that six (6) month time period. Also, upon request from Customer, Verato shall deliver reports that set out the monthly average of the Response Time Service Levels for any of the six (6) months prior to such request (the "Response Time Report").

(ii)   Credits – The Uptime Service Credit is calculated pursuant to the formula set out in Table 6 above, and the Response Time Service Credit is calculated pursuant to the formula set out in Table 8 above (collectively the "Calculated Credit"). So long as Customer has obtained an Uptime Report and/or a Response Time Report, and such Report(s) evidence that Customer is entitled to a credit, upon Customer's request to Verato's accounting department, Customer will receive the appropriate Calculated Credit(s) due; however, Customer will not receive a Response Time Service Credit if an Uptime Service Credit is available for the same event.