

SCHEDULE E
SUPPORT AGREEMENT

Hours of Service Desk Support: Phone: 1-833-376-7625 eMail: nocoperations@orocktech.com	7 days a week	24 Hours a day, 365 days a year
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Priority-(Severity)	Target Response	Target Resolution
1 - (Critical)	30 mins	1 Hour
2 - (High)	60 mins	2 Hours
3 - (Medium)	4 Hours	24 Hours
4 - (Low)	72 Hours	7 Days

Priority (Severity)	Description
1 - (Critical)	<p>An incident which involves service not available or a serious malfunction of the service with impact on ORock's direct delivery to single or multiple Customers</p> <ul style="list-style-type: none"> • Total loss of service to all Users and no work-around available • Loss of functionality resulting in Customer Users/workgroups being unable to access the Services • Unavailability of one or more Services
2 - (High)	<p>An incident which involves service not available with impact on ORock's single or multiple Customers or a serious mal-function of the service with potential impact on ORock's direct delivery to Customers</p> <ul style="list-style-type: none"> • Loss of functionality which severely impedes all or some material Services • Customer's Users/workgroups being unable to continue with normal business processing • Partial loss of availability of one or more Services
3 - (Medium)	<p>An incident that involves degradation or risk to quality of service with impact on one or more Customers</p> <ul style="list-style-type: none"> • Issue not impeding Customers' Users/workgroups from being able to continue with normal business processing • Potential to cause more serious issue if not investigated and addressed
4 - (Low)	<p>An issue for which the final resolution is outside the control of ORock or does not substantially affect the Services. ORock will consider resolving the issue in a future release.</p> <p>General Service related questions and requests for information.</p>