



SUPPORT LEVEL ADDENDUM

This Support Level Addendum (the “**Addendum**”) sets forth the terms and conditions under which Devolutions inc. (“**Devolutions**”, “**We**”, “**Us**” or “**Our**”) agrees to provide support services to its customers (the “**Customers**”, “**You**” or “**Your**”) in connection with their use of Our products and services in accordance with their applicable agreement(s) with Us. The level of support that We offer and the priority given to Your request will vary based on the type of license or subscription that You acquired or purchased, the support plan that You selected (if any), and the severity level of Your request.

Support Plans

The following table summarizes the different support plans that We offer with Our products and services, each plan providing for a specific level of customer support and technical assistance:

		Standard Plan	Extended Plan	Premium Plan
Online Self-help Documentation ¹		✓	✓	✓
Online Forums ²		✓	✓	✓
Email Support ³			✓	✓
Phone Support ³				✓
Data Migration Support				✓
Hours of Availability ⁴ (Email, Phone, Data Migration Support)			Monday-Friday 7:30am to 6:00pm (Eastern Time – UTC-5)	Monday-Friday 7:30am to 6:00pm (Eastern Time – UTC-5)
Initial Response Time ⁵	L1	2 Business Days	12 hours	4 hours
	L2	2 Business Days	12 hours	4 hours
	L3	2 Business Days	1 Business Day	12 hours
	L4	2 Business Days	1 Business Day	12 hours
	L5	2 Business Days	1 Business Day	1 Business Day
Support Entitlement		Anyone	Admins of products associated with an Extended Plan	Admins of products associated with an Premium Plan
Products Covered		All products	RDM – Enterprise PVM – Enterprise Devolutions Password Server Wayk Now Enterprise Devolutions Online Database (other than basic edition)	RDM – Enterprise PVM – Enterprise Devolutions Password Server Wayk Now Enterprise Devolutions Online Database (other than basic edition)



Price ⁶	Bundled with License or Subscription	May be purchased with transactions of USD\$1,000 +	May be purchased with transactions of USD\$1,000 +
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¹ **Online Documentation** – To access our online documentation (accessible 24/7), please consult the following pages:

- Remote Desktop Manager: <https://help.remotedesktopmanager.com>
- Password Vault Manager: <https://helppvm.devolutions.net/>
- Devolutions Password Server: <https://helpserver.devolutions.net/>
- Wayk Now : <https://helpwayk.devolutions.net/>
- Devolutions Cloud : <https://helpcloud.devolutions.net/>

² **Online Forums** – May be accessed 24/7 at <https://forum.devolutions.net>

³ **Email/Phone Support** – Our customer support team may be contacted at the following coordinates:

English/French ticket@devolutions.net (email)
support.devolutions (skype)
+1 844 463.0419 (phone)

German technik@devolutions.net (email)

Other contact information may be found on Our website at <https://devolutions.net/contact>.

⁴ **Hours of Availability** – Except on statutory holidays applicable in the Province of Quebec, Canada

⁵ **Initial Response Time – Description of Severity Levels**

- Level 1: Production application down or major malfunction affecting business and high number of staff
- Level 2: Serious degradation of application performance or functionality
- Level 3: Application issue that has a moderate impact to the business
- Level 4: Issue with limited business impact
- Level 5: Question on product or service normal usage

The reference to “Initial Response Time” means the period of time between the moment We receive Your support request and the moment that We begin to process Your request. It does not refer to the period of time in which Your request will be fully treated or solved.

⁶ **Price** – Prices for the Extended Plan and the Premium Plan may be found on Our website at <https://store.devolutions.net/store>. We reserve the right to modify such prices at any time without notice.

Exclusions

The Support Plans do not include the following services and do not cover the following situations:

- Provide training to Customer or its end users on how to use Our products and services;



- Installation of products by Our representatives;
- Defects caused by Customer's failure to operate a product or service in accordance with Our documentation or to implement recommendations, solutions or updates provided or issued by Us;
- Defects or bugs which have been corrected in a product update issued by Us;
- Data loss or corruption caused by incorrect use of the product or service;
- Data unavailability caused by loss of a password to a database that was set by Customer or its end users;
- Malfunctions, defects or failures resulting from misuse, illegal, negligent or inappropriate use of the product or service, unauthorized modification of the product or any other cause beyond Our reasonable control;
- In-depth or highly technical queries, such as best practices relating to the organization of an Active Directory infrastructure, product integration or development;
- Use of Our products or services with incompatible, outdated or non-supported third-party applications, technologies or hardware;
- Assistance with viruses, worms and other malware affecting the operation of Our products and services;
- Assistance with firewalls or anti-virus software preventing Our products and services from accessing the Internet;
- Assistance in case of a defect or failure of the system, hardware, network or third-party software used by Customer or its end users;
- System recovery or transfer in the case of server upgrades or replacement, hard disk failures, etc.;
- In-depth business consultation or process development;
- Data conversion, cleansing, importing or processing (unless covered by the Data Migration assistance offered with Our Premium support plan);
- Assistance in case of a defect or error identified in the beta version of a product or service; and
- Creation of reports and queries.

To the extent a support request is made by Customer or its end users in respect of any of the above services or situations, Devolutions may accept at its sole discretion to provide such support upon payment by Customer of additional fees and costs agreed with Us (usually on an hourly basis). Should an issue be investigated under normal support terms and later be found to be caused by factors mentioned in the exclusions list above, We will advise Customer accordingly and Customer will be responsible for purchasing the required professional services to correct the issue.

In the case where Customer or its end users are using an older version of Our products or services, they may be required to upgrade them or to install their latest version prior to having their request processed by customer support.

Standard of Performance

Devolutions represents and warrants that customer support services will be provided in a professional and workmanlike manner in accordance with industry practice. If Devolutions fails to do so and Customer notifies Devolutions within 60 days of the date of performance, then Devolutions will, at its sole option, either re-perform the support services or refund the price paid for them (as the case may be) as Customer's sole remedy and Devolutions' sole liability for breach of this support services warranty.

Processing of Requests

We will use commercially reasonable efforts to respond to Your admissible support requests within the applicable timeframe mentioned in the table above. You acknowledge and agree that the processing of Your request may vary according to the complexity and volume of concurrent requests received and processed by Our team, and We cannot guarantee that Your request will be processed within a specific period of time. You further acknowledge and agree that Your support requests may be performed in all or in part through third party consultants or subcontractors.

Excessive Use of Support Services

If Customer or its end users make excessive use of Our support services or demonstrate a poor understanding of how to operate the Our products and Services within their environment, We may then not be able to respond to their request within the



applicable response time. We may also require that Customer or its end users receive training (at Customer's cost) before being eligible to receive assistance from Our customer support team.

Disclaimers

DEVOLUTIONS EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED (WHETHER ARISING BY STATUTE, COMMON LAW, CUSTOM, USAGE OR OTHERWISE) IN RESPECT OF THE CUSTOMER SUPPORT SERVICES OFFERED TO OR PERFORMED FOR CUSTOMER OR ITS END USERS. THIS EXCLUSION OF WARRANTY IS IN ADDITION TO (AND NOT IN REPLACEMENT OF) THE WARRANTY AND LIABILITY LIMITATIONS AND EXCLUSIONS SET FORTH IN OTHER AGREEMENTS ENTERED INTO BETWEEN DEVOLUTIONS AND CUSTOMER AND/OR END USERS REGARDING OUR PRODUCTS AND SERVICES.

Customer's obligations

Customer and its end users shall provide cooperation and assistance to Devolutions in its efforts to provide the requested support. Such cooperation and assistance may include (without limitation) the timely transmittal to Devolutions of appropriate and accurate documentation and information and remote access to the computer environment where the defect can be reproduced and traced. Customers and its end users are also responsible for upgrading their hardware and software infrastructure to allow a proper operation of our products and services.