

## SUPPORT PACKAGE AND SERVICE LEVEL COMMITMENT

This Support Package provides a global service with high response commitment levels including 24/7 support line for critical (P0) issues. Under our support package, customers receive a Service Level Commitment that provides:

- A dedicated Help Center, accessible from the Contentsquare Solution
- A designated Customer Success Manager to assist with escalations
- 24/7 support for critical (P0) issues
- Commitments for response times for business critical issues

### 1. Ways to contact us:

- a. Help Center: <https://support.contentsquare.com>
- b. Support call number\*:
  - US: 1 800 301-9028
  - UK: 0 800 098-8110
  - France: +33 1 89 53 66 53
  - Germany: +49 69 2443769700
  - Spain: +34 932 20 20 18
  - Singapore: +65 6016 2030

\*for critical (P0) support Issues out of business hours please call these numbers.

### 2. Hours of operation:

- a. **For critical (P0) & non-critical issues** – during Business Hours / Days (based on time zone of the customer)\*\*:
  - AMERICAS: Monday – Friday, 9:00–21:00 EST
  - REST OF THE WORLD: Monday – Friday, 9:00–18 :00 GMT

\*\*Not including local Contentsquare holidays

- b. **For critical (P0) issues only** – the support call numbers above are available outside of Business Hours (24/7).

### 3. Service Level Commitment (SLC)

An “Issue” is a technical problem in the accessibility or performance of a function or component of the CS Solution which is under Contentsquare’s control. Issues do not include problems caused by: (i) network modification(s); (ii) Customer’s internet connection issues or internet outages; or (iii) other modifications to the Customer Site(s) made by Customer. Issues fall into several priority categories, each of which is defined below.

The priority of an Issue shall be determined by Contentsquare Support engineer after considering Customer’s position, subject to the following guidelines:

	Description	Response Time
P0 – Critical	The CS Solution has completely ceased to function for all users, or some major functionalities are completely not functional such as Session Replays, Mapping Zoning and Workspace. All users cannot login to the CS Solution. Issue impacting recording of all Session Replays.	2 business hours; Or 2 hours – in case support is contacted outside of business hours using the phone numbers above
P1 – High	Impact on Customer across users and/or features. For example: missing pages, latency of recordings, issues impacting the recording of some Session Replays, large issues with a specific Mapping and/or Zoning, discrepancy of data, user-specific login issues or delays).	6 business hours
P2 – Medium	The CS Solutions are working, but certain functionalities of the CS Solution are degraded. For example: session replay presentation issues, minor specific zoning and/or mapping issues.	8 business hours
P3 – Low	These are issues that do not fall under any of the above severity levels and that do not have any significant impact on the ability to use the CS Solution features and functionalities. For example: entitlement requests, known issues with existing workarounds or with no impact on customers, feature requests.	Reasonable period

#### 4. Definitions

- a. Availability/Available: means access to the CS Solution through Contentsquare’s provided user interface. Contentsquare provides Availability of 99.5% (excluding Downtime Events).
- b. First Response: occurs when an Issue has been notified by Customer and the Contentsquare technician assigned to the case commences efforts to diagnose the Issue.
- c. Response Time: the time between the receipt of Customer’s notification of an Issue, until First Response.
- d. Service Credit: one (1)-day extension of the Term.
- e. Planned Outage: any planned maintenance to the Services that may have a significant impact to the CS Solution will be communicated to the Customer in advance.
- f. Downtime Event: (i) any outages of any public Internet backbones, networks, servers or other utilities, (ii) any failure of Customer’s equipment, systems or local access services, (iii) a Planned Outages, or (iv) any event beyond Contentsquare’s control such as strikes, riots, insurrection, fires, floods, explosions, war, governmental action, labor conditions,



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earthquakes, natural disasters, or interruptions in Internet services to an area where Contentsquare's or Customer's servers are located or co-located.

- g. Supported Browser: most recent version of Google Chrome.

## 5. Web Browser Requirements

This SLC and any Support Package applies only to CS Solution Users using the Supported Browser.

## 6. Remedy

In the event Availability for a particular month is below 99.5%, then for each 1% of availability below 99.5% (that is not as a result of a Downtime Event), Customer shall be entitled, as its sole and exclusive remedy, to one (1) Service Credit.

**To receive Service Credits, Customer must submit a credit request within 30 days of the event that gave rise to the Service Credit. Service Credits will not exceed in total 10 days for every license year.**

## 7. Escalation Procedure

In the event that there is a change to the business impact of a support Issue or a concern about the level of support being received, Customer may escalate the ticket.

Customer should first contact its assigned support engineer for the ticket to ensure that the business impact and urgency is understood.

Customer may further escalate by contacting:

- a. 1<sup>st</sup> level of escalation: Customer Support Manager.
- b. 2<sup>nd</sup> level of escalation: Customer Account Manager and/or Customer Success Manager.
- c. 3<sup>rd</sup> level of escalation: VP of Customer Support.