



**IDVERIFACT SUPPORT
POLICYFOR
SOFTWARE AS A SERVICE and ON-PREMISE SOFTWARE (Ver. 20211123)**

This document communicates IDVerifact’s support and maintenance services available to Customers who have purchased or subscribed to IDVerifactSaaS Services, on-premise Software or a combination of both for use in accordance with either the SOFTWARE AS A SERVICE AGREEMENT or the ON-PREMISE SOFTWARE AGREEMENT (collectively hereafter referred to as the “Agreement”). Except as otherwise modified or defined herein, capitalized terms shall have the same meaning as in the Agreement.

1. Supported Offerings: This addendum outlines the support and maintenance offerings for the following:

Software as a Service Support and Maintenance Services: For Customers who purchased or subscribed to IDVerifact’s SaaS Services (hereafter referred to as “SaaS”), Customer’s will receive support and maintenance services (“SaaS Support”) during the SaaS subscription term stated in the Order for no additional fee.

Software Support and Maintenance Services: For Customers who purchased IDVerifact’s on-premise Software licenses (“Software”), Customer may also purchase support and maintenance services (“Software Support”) at the annual rate stated in Section 6 below.

2. Support and Maintenance Services:

SaaS Support and/or Software Support will be provided during Business Hours. IDVerifact will also provide support for Severity 1 problems seven (7) days a week twenty-four (24) hours a day.

3. Support and Maintenance Entitlements

Support and Maintenance Services entitles Customer to the following:

- a) Telephone or electronic support to help Customer locate and correct problems with the Software or SaaS.
- b) Bug fixes and code corrections to correct Software/SaaS malfunctions in order to bring such Software/SaaS into substantial conformity with the operating specifications.
- c) All extensions, enhancements, and other changes that IDVerifact, at its sole discretion, makes or adds to the Software/SaaS and which IDVerifact furnishes, without charge, to all licensees of the Software/SaaS who are enrolled in an applicable Software Support or SaaS Support plan.
- d) Replacement of the Software at no charge if the media becomes destroyed or damaged so that the Software becomes unusable.

4. Response and Resolution Goals

- “Business Day” Monday-Friday excluding local Canadian holidays.
- “Business Hours” coverage (Monday-Friday, 9am-5pm Eastern Standard Time excluding local Canadian holidays.)
- “Fix” means the repair or replacement of a Software/SaaS component in the form of a patch or e-fix to remedy the Problem.
- “Problem” means a defect in Software/SaaS as defined in IDVerifact’s standard Software/SaaS specifications which significantly degrades such Software/SaaS.
- “Respond” means acknowledgement via email of a Problem received containing assigned support engineer name, date and time assigned and severity assignment.
- “Workaround” means a change in the procedures followed or data supplied by Customer to avoid a Problem without substantially impairing Customer’s use of the Software/SaaS

<i>Problem Severity</i>	<i>Problem Severity</i>	<i>Response Times</i>	<i>Resolution Goals</i>
1	The IDVerifact application is completely unavailable or seriously impacted, and there is no reasonable workaround currently available.	IDVerifact will Respond within 30 minutes.	Upon confirmation of receipt, IDVerifact will begin continuous work on the Problem provided that a Customer resource is available at any time to assist with Problem determination. IDVerifact will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours once the Problem is reproducible or once IDVerifact has identified the defect. IDVerifact may incorporate a Fix for the Problem in a future release of the Software/SaaS Service.

2	The system or IDVerifac application is seriously affected. The issue is not critical and does not comply with the Severity 1 conditions. There is no workaround currently available, or the workaround is cumbersome to use.	IDVerifac will Respond within 1 Business Hour.	IDVerifac will provide commercially reasonable efforts to provide a Workaround or Fix within 3 Business Days.
3	The system or IDVerifac Software/SaaS Service is moderately affected. The issue is not critical, and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround.	IDVerifac will Respond within 4 Business Hours.	IDVerifac will provide commercially reasonable efforts to provide a Workaround or Fix within 7 Business Days.
4	Non-critical issues, general questions, or situations where functionality does not appear to match documented specifications but has no business impact.	IDVerifac will Respond within 8 Business Hours.	IDVerifac will provide commercially reasonable efforts to provide an answer within 10 Business Days. Resolution of a problem may appear in a future release of the Software/SaaS Service.

5. Accessing Support

IDVerifac offers several ways to resolve any technical difficulties.

The online support portal (<http://www.IDVerifac.com/services>) is used to manage your cases and includes:

- Logging support cases and case communication
- Submitting new product enhancements
- Support Policy documentation
- Reporting status of cases

The support email address is support@IDVerifac.com. Local and toll-free support phone numbers are listed in our Compass online community.

Access to Support is available to a maximum of five (5) named contacts per Agreement, list to be provided and maintained by Customer.

6. Software Support for On-premise Software:

A. Software Support - Term Basis

For Software that is licensed on a term basis, Software Support will be provided for no additional fee during the Software license term identified in the applicable Order.

B. Software Support – Perpetual Basis

- a) For Software that is licensed on a perpetual basis, the initial term of Software Support shall be twelve (12) months from the Order effective date and will be provided for no additional fee at the operative rate of 22.5% of

the Software license fee. Software Support renewals are offered on an annual subscription basis and may increase in subsequent years by 5%.

b) Software Support Renewal: For each subsequent year after the first year Software Support term, the obligation to provide Software Support as described above will continue and Customer's obligation to pay the current Software Support charges then in effect shall be automatically renewed on the anniversary date of the Software delivery. Unless cancelled by Customer, Customer will be invoiced for annual Software Support for subsequent years.

c) Cancellation: Customer may cancel its subscription for Software Support effective as of the next anniversary by written notice received by IDVerifact not less than sixty (60) days prior to the annual renewal date.

d) Reinstatement: Customer may reinstate Software Support at a later time by paying the annual Software Support fee current at the time of reinstatement plus a fee equal to the then-current Software Support fees for the Software multiplied by the number of annual periods the Software Support subscription was interrupted.

C. Scope of Coverage

Customer agrees to keep all licensed Software it has acquired at the installation site under current contracted Software Support to receive the maintenance update services. Removal of software components or quantity of components from Software Support is prohibited under this Agreement.

D. Additional Instances

Software Support is provided for a single production instance of the Software. Software Support for additional production instances of the Software (i.e. a different location or a different configuration) may be purchased if additional production instances of the Software are deployed for an affiliate, business unit, division or other group as allowed under the license. For clarification, Customer's establishment of a redundant or mirror site for backup, load share, or archive purposes does not count as a separate instance.

End of Addendum