



TOPBRAID SERVER PRODUCTS – PREMIUM TECHNICAL SUPPORT AND MAINTENANCE (TSM)

TopBraid Premium Technical Support and Maintenance (TSM) provides an additional level of support beyond Standard Support. In addition to Standard Support, Premium Support provides assistance with questions and tasks, such as:

- Advice on knowledge graph design and modeling best practices
- Walkthroughs and debugging of customer specific data import issues
- Diagnosis of defects associated with customer customizations
- Installation or configuration beyond basic initial installation
- Diagnosis and resolution of customer's infrastructure and environmental errors
- Analysis and advice on system and network design, performance or errors

Premium Support can be added at any time during a support period. Such services shall commence on the date Premium Support is purchased by Customer and shall continue until the first anniversary of such date or the date all Premium Support hours are utilized, whichever occurs first.

For Premium Support to remain in effect, a Customer must have Standard Support in place and be in compliance with all its terms, including but not limited to those regarding breach of agreements, term and termination, effect of termination, limited warranty and disclaimer and timely payment of all support fees due for both Standard and Premium Support. All applicable terms of the Standard Support agreement are in effect for Premium Support.

Along with Standard Support, Premium Support Services automatically renew for additional one-year periods unless either party provides notice of termination at least thirty (30) days prior to the scheduled expiration date. If Premium Support is purchased in the middle of a support period, the fee for the next year of Premium Support will be prorated to align renewal date with that of Standard Support.

Two levels of Premium Support are offered:

- **Gold Level Support (covering up to 40 hours of support services).**
- **Platinum Level Support (covering up to 100 hours of support services).**

Any support provided as applicable under Standard Support coverage will not be counted as part of the support hours available under Premium Support. Time utilized by TopQuadrant to provide Premium Support services will be tracked with the associated tickets where time utilized for each respective ticket will be made available; a report of the total time utilized across all Premium Support tickets for a Customer will be provided on request.

To request support as provided under Premium Support, Customer will use the same Customer Support Contacts and Support Channels as specified in sections *2.a. Customer Support Contacts* and *2.c. Support Channels* in "TOPBRAID SERVER PRODUCTS – STANDARD TECHNICAL SUPPORT AND MAINTENANCE (TSM)".