Service Levels; Problem Escalation and Response Procedures

1. SERVICE LEVELS

1.1 Availability

Pursuant to this support policy ("Policy"), Guideline shall provide support services for our Data products (collectively, the "Services") in a manner that ensures that the same are available 99.5% of the time.

Availability is defined as the ability of an end user to launch and use the core features of the desktop application. This excludes:

- Scheduled maintenance (with prior notice)
- Force majeure events (e.g., natural disasters, major outages beyond our control)
- User-specific hardware or operating system issues
- Third-party software conflicts outside Guideline's scope

Downtime refers to periods when the application is:

- Unable to launch successfully
- Crashing repeatedly
- Experiencing critical functionality failures (e.g., login issues (other than due to end user password questions), data loss, major bugs blocking core use)
- Within Guideline's control, data availability including but not limited to loss, inability to download, data integrity, or general data correctness.

1.2 Support; Response and Action Levels

Guideline shall comply with Section 2 hereunder.

2. SERVICE SUPPORT

Guideline shall, at no additional charge to customer and/or its designees (collectively, the "Customer"), (a) provide technical support, electronically by help portal or by electronic mail or other virtual in-person options if required, to Customer and/or its designees to address and respond to any inquiries or problems associated with the availability of the Services on a 24 hour per day, five (5) days per week basis and (b) respond to and correct and rectify any failure, malfunction or nonconformity in the Services, in each case, in a prompt and qualified manner and provide the technical support services to Customer in accordance with this Policy.

2.1 Severity Designations

Any failure, malfunction or nonconformity in connection with the availability of the Services as reported by Customer hereunder or otherwise identified by Guideline (each, an "Issue") arising out of the provision of Services shall be designated a Severity Level as follows:

Table 2: Severity Level Descriptions

Severity Level	Description
1	The Issue has a major business critical incident having immediate or potential future impact on Customer's business and/or the Services are unavailable.
2	The Issue has a significant impact on ongoing operation of Customer's business.
3	The Issue has minimal impact on ongoing operation of Customer's business.

Severity Level	Description
4	The Issue does not have an immediate impact on ongoing operation of Customer's business and does not meet any of the criteria for Severity Levels 0, 1 or 2.

2.2 Response and Action Levels

Typically, the faster an Issue is addressed, the faster it shall be resolved. To that end, Customer has identified expectations by Severity Levels as follows:

Initial response: Assignment of a ticket number to an issue reported and evaluation – the time in which Guideline shall confirm receipt, view an Issue reported by Customer, actively being working on the Issue and provide Customer with a ticket number.

Status updates: The frequency in which Guideline shall provide Customer information regarding the current status of any ticket not yet closed.

Time to resolution: Guideline shall resolve Issues in the time to resolution set forth below.

All time periods in Table 3 shall be counted commencing from the time an Issue is reported by Customer and, with respect to status updates, additionally from the time of the last status update.

Table 3: Response and Action Levels

Severity Level	Initial Response	Status Updates	Time to Resolution
1	15 minutes average, no longer than 30 minutes	No less than Hourly - Major incidents will be updated on the Guideline Product Status Page (or such other website as may be notified to the Customer from time to time)	As immediately as possible with 24 hour cycles until remediated.
2	30 minutes average, no longer than 1 hour	No less than every 2 hours	As immediately as possible, remediation work done during regular business hours.
3	8 hours	As reasonably required	Immediate entry into current sprint with delivery in next release, which is typically monthly. Remediation work done during regular business hours.
4	24 hours	As reasonably required	Resolution based on product prioritization. Remediation work done during regular business hours.

2.3 Issue Reporting and Escalation

Customer shall raise all Issue reports by opening a ticket in the help portal at https://help.guideline.ai or by sending an e-mail describing the Issue, and providing the contact information of the person reporting the Issue to help@guideline.ai.

Escalation is the process used by Customer if any of the expectations of Initial Response, Status Updates times set forth in Table 3 are not met. A table outlining the foregoing with the appropriate Escalation contacts may be provided to Customer upon written request.

3. MAINTENANCE

“Console Scheduled Downtime” – The console is controlled at the Customer end as this is a desktop application. Any updates or changes to the application itself are at the Customers discretion for install timing. Data from Guideline will be made readily available for download based on the availability of the provider data, and Guideline will make all reasonable efforts to ensure that there is no delay in availability to the Customer. Any delay in data provisions should be governed by the severity (table 3) and escalation (table available upon Customer’s written request) in section 3 as deemed necessary by the Customer.

3.3. Maintenance Window

Guideline may only perform Console Scheduled Downtime between 5 pm PT to 2 am PT, Monday through Friday (“Scheduled Maintenance Window”) or as needed in the event of a severity 1 issue. Guideline may also utilize Saturday and Sunday for maintenance if required with prior notice to the Customer. In the event that there are extenuating circumstances, Guideline reserves the right to make updates at any time upon written notification to the Customer at least 72 hours (3 days) in advance.

3.4. Emergency Maintenance

In the event Guideline is required to perform emergency maintenance services on its systems, network or any other information technology resources that support the Services provided to Customer hereunder, (a) for purposes of the Company Console, (i) within the Scheduled Maintenance Window and without the notice required by Section 3.1 of this Policy or (ii) outside of the Scheduled Maintenance Window or (b) for purposes of the Services (exclusive of the Company Console), at any time (“Emergency Maintenance”), Guideline shall contact Customer immediately.

3.5 Redundancy

Guideline shall use redundant servers designed to ensure the availability of the Services (exclusive of the Company Console) 24/7.

3.6 Exclusions

“Excluded Downtime” means any Service Downtime or Console Downtime due to any occurrence or contingency beyond Guideline’s reasonable control, including, without limitation, any act or omission of Customer (whether negligence or otherwise) or any problem with any system or technology beyond Guideline’s reasonable control (including, without limitation, any problem associated with the Internet generally, Customer’s network or infrastructure or Guideline’s ISP).

4. REMEDIES

If part or all of the Services are unavailable to Customer for more than eight (8) consecutive hours, then Guideline shall reasonably cooperate with Customer to remediate any related loss to Customer of data or functionality, which remediation shall include, but shall not be limited to, Guideline (a) providing to Customer, promptly after the Services are restored, a make-good report including all data that Customer could not collect during such period of unavailability and (b) dedicating sufficient Guideline personnel to such remediation process as are necessary to promptly achieve the foregoing.