

# MOTIF SYSTEMS SUPPORT TERMS AND CONDITIONS

Last Updated: March 31<sup>st</sup>, 2026

These Support terms and conditions (“**Support Terms**”) supplement and are incorporated by reference into the Motif Systems Master Subscription Services Agreement accessible via Motif’s legal page located at <https://motif.io/legal.html> (the “**Agreement**”) entered into between Motif and Customer. Capitalized terms not otherwise defined herein have the meanings set forth in the Agreement. “**Customer**” means the organization and/or or entity specified on the applicable Order Form submitted by, or on behalf of, such organization and/or entity for the purchase of a subscription license to access the SaaS Application. **FOR THE AVOIDANCE OF DOUBT, THESE SUPPORT TERMS DO NOT APPLY TO ANY TRIAL VERSIONS.**

## 1. Scope of Motif Support

The scope of the Support provided to Customer includes general assistance and support regarding the use of the SaaS Application. Motif will provide Support to Customer in accordance with these Support Terms.

## 2. Support Services Offerings

Motif shall use commercially reasonable efforts to meet the targeted response times set forth below. Customer acknowledges that the time required for resolution of issues may vary depending on the specific circumstances of each problem, including, without limitation, the nature of the incident or problem, the extent and accuracy of information available about the incident or problem, and the level of Customer’s cooperation and responsiveness in providing materials, information, access, and support reasonably required by Motif to achieve problem resolution. Motif addresses problem resolutions through a number of mechanisms.

## 3. Support Levels

All support requests must be submitted via email to [support@motif.io](mailto:support@motif.io) prior to engaging a Motif resource. Once the appropriate support request is filed, the most optimal method of contact may be utilized (phone, web, email).

*Defined Terms:*

“**Business Day**” means Monday through Friday other than a day designated from time to time as a national holiday in the place from which Support services may be provided.

“**Incident**” means a single question or issue posed by the Customer using the Support services.

### Standard Support Level

- Business Hours: 8am to 5pm Pacific Time, Monday-Friday
- Method: email
- Annual Incidents: unlimited

| Severity | Target Response   |
|----------|-------------------|
| Level 1  | 10 Business Hours |

|                |                 |
|----------------|-----------------|
| <b>Level 2</b> | 2 Business Days |
| <b>Level 3</b> | 3 Business Days |

#### **4. Severity Level Definitions**

##### *Level 1*

A Level 1 issue is a major production error within the SaaS Application that severely impacts the Customer's use of the SaaS Application for production purposes, such as the loss of production data or where production systems are not functioning and no work-around exists. Motif will use continuous efforts during the Business Hours stated above to provide a resolution for any Level 1 errors as soon as is commercially reasonable.

##### *Level 2*

A Level 2 issue is an error within the SaaS Application where the SaaS Application is functioning for production purposes but in a reduced capacity, such as a problem that is causing significant impact to portions of Customer's business operations and productivity, or where there is a potential loss or interruption of service. Motif will use reasonable efforts during the Business Hours stated above to provide a resolution for any Level 2 errors.

##### *Level 3*

A Level 3 issue is a medium-to-low impact error that involves partial or non-critical loss of functionality for production purposes or development purposes, such as a problem that impairs some operations but allows the Customer's operations to continue to function. Errors for which there is limited or no loss or functionality or impact to the Customer's use of the SaaS Application and for which there is an easy work-around qualify as Level 3. Motif will use reasonable efforts to provide a resolution for any Level 3 error in time for an upcoming update to the SaaS Application as applicable.

#### **5. Customer Obligations**

Customer is responsible for ensuring that its personnel that interact with Motif have sufficient language and technical skills and respond to and cooperate with Motif in a timely manner in connection to requests for Support services.

As a precondition for requesting Support services from Motif, Customer agrees to (and to cause each of its developers to) use reasonable efforts to: (i) attempt to solve the problem and to utilize sufficient resources to clearly understand that a problem exists before consulting Motif; (ii) provide Motif with sufficient information and technical data in order for Motif to establish that a potential problem is not the kind of problem that is an exclusion from the Support; (iii) make reasonable attempts and expend reasonable resources to provide any data reasonably requested by Motif to adequately address the potential problem; and (iv) utilize sufficient resources to understand the instructions from Motif in addressing the problem, and make reasonable attempts to correct the problem as suggested by Motif. In addition, Customer agrees and acknowledges that the extent of access and the accuracy of information and technical data provided may affect Motif's ability to provide the Support.

#### **6. Support Service Exclusions**

Motif will have no obligation to provide Support to Customer (a) for any Trial Versions; or (b) in the event that (i) the SaaS Application has been changed, modified, or damaged by Customer or anyone other than

Motif, (ii) the problem is caused by Customer's negligence, misconduct, or misuse of the SaaS Application, or other causes beyond the reasonable control of Motif, or (iii) the problem is due to third party software. The Support does not cover the support of any Third Party Applications or any third party software which integrates with the Software. In addition, the Support does not include the following: (1) Customer's failure to comply with operating instructions contained in the Documentation; (2) installation, configuration, management, and operation of Customer's or any third party applications; (3) interfaces or data formats other than those included with the SaaS Application; or (4) any training.

#### **7. Modifications**

Motif may modify the terms of Customer's Support at any time; provided that, the modifications shall not materially diminish Support levels during the Customer's then-current Subscription Term. Motif will provide Customer reasonable prior notice (via email) of any modifications to these Support Terms. The most current version of these Support Terms is accessible via Motif's legal page located at <https://motif.io/legal.html>.