Support Policy

Hoxton Analytics Limited
Last Updated: 9th December 2020

This Support Policy applies to all Customers and describes the support we provide for the Services. Any terms used but not defined in this Support Policy will have the meanings given to them in Hoxton's Terms of Sale.

<u>Support Desk Services</u>
Hoxton will provide technical and product support 9am to 5pm BST, five days a week, Monday through Friday excluding UK public holidays ("Business Days"), by submitting a claim through the Hoxton Support Desk.

<u>Contact details</u>
Support email: support@hoxton.ai

<u>Definitions</u>

"**Error**" means a failure of the Services to operate in material conformance with their documentation and specifications but does not include failures that result from a disaster that requires a disaster recovery response or environmental issues such as power loss, faulty networking or theft of hardware.

"**Fix**" means a temporary software patch designed to mitigate the impact of an Error, notwithstanding that the Error still exists.

"**Plan**" means a description of the steps being taken by Hoxton to resolve the Error which includes: (i) a high-level description of the actions the Hoxton staff are taking as part of the effort to resolve the Error, and; (ii) a preliminary technical plan for how the Error will be resolved.

"**Upgrade**" means upgrades, improvements or changes to the Services designed to enhance operating performance without changing the basic functions of the Services and as made generally available by Hoxton at no additional charge to its licensees of the Services.

"**Workaround**" means a feasible change in operating procedures whereby an end-user can avoid the deleterious effects of an Error without material inconvenience.

<u>Problem Response and Escalation</u>

Support requests submitted to the Support Desk shall be responded to within the timeframes set forth in the table below, at which time, in each instance, a call tracking/ticket number shall be assigned. Each reported Error shall be assigned one of four severity classifications by Hoxton based on the Error descriptions below: Critical, High, Medium or Low. This classification determines the response time promised in remedying the Error, as described below:

Error Classification	Description	Response Times
Critical	Error that results in the loss of all capability of the Services and for which there is no suitable then- existing Workaround.	**Initial Response:** within two business hours of case being submitted **Ongoing communication:** Once every hour or as is reasonably required to resolve the issue. **Resolution/Workaround:** Respond to Customer with a Workaround or Plan for resolving the Error within two Business Days of the initial response. Hoxton shall assign all necessary resources on a priority basis to resolve the Error and ensure that those resources work continuously on the Error until an actual resolution is provided.

High	Error that disables major fundamental functions from being performed and therefore affects the normal operations of the Services AND for which there is no suitable then-existing Workaround.	**Initial Response:** within four business hours of case being submitted **Ongoing Communication:** Once every six hours or as is reasonably required to resolve the issue. **Resolution/Workaround:** Respond to Customer with a Workaround or Plan for resolving the issue within two Business Days of initial response.
Medium	Error that disables only certain non-essential functions but that does not affect the normal operation of the Services.	**Initial Response:** within six business hours of case being submitted **Ongoing Communication:** Once every week or as is reasonably required to resolve the issue. **Resolution/Workaround:** Respond to Customer with a Workaround or Plan for resolving the Error within 5 Business Days of initial response; however, the actual Fix for the Error may be included in the next regularly scheduled Upgrade or such other scheduled Upgrade as timing and planning permits.
Low	Intermittent Errors that do not materially affect normal operation of the Services.	**Initial Response:** within one Business Day of case being submitted **Ongoing Communication:** Once every two weeks or as is reasonably required to resolve the issue. **Resolution/Workaround:** Respond to Customer with a Workaround or Plan for resolving the Error within 10 Business Days of initial response; however, the actual Fix for the Error may be included in the next regularly scheduled Upgrade or such other scheduled Upgrade as timing and planning permits.

Hoxton's Workaround and resolution time commitments above are contingent on Customer meeting its assistance obligations set forth below.

Customer Obligations.

(a)   Technical Contacts. Customer will be responsible for (a) obtaining, maintaining, installing and configuring Hoxton Hardware in accordance with the latest installation guide, (b) validating critical failures by testing that they are reproducible and providing Hoxton with all necessary documentation (such as screen shots and database query outputs, networking information), and (c) undertaking suggested interventions as directed by Support Services.

(b)   Reasonable Assistance and Access. Customer must provide Hoxton with reasonable access to all necessary personnel and information and promptly answer all questions regarding Errors and other problems reported to Hoxton, and Hoxton will have the right to access the Services for purposes of implementing Fixes and Upgrades and supporting the Services.

(c)   Compliance with the Agreement. Customer will be responsible for complying with the terms of Agreement. Hoxton reserves the right, in addition to other remedies available, to suspend provision of the Support Services for so long as Customer is in violation of the Agreement.