ConvergeOne *total maintenance*[SM] Premier

Genesys PureConnect Premier Support
With Manufacturer Support

Scope of Work

This document describes the scope, features, and associated policies of the "C1 total maintenance Genesys PureConnect Standard Support with Manufacturer Support" Maintenance Service offering.

This Scope of Work supersedes all prior descriptions or contract supplements relating to the services described herein. It is an attachment to the Master Agreement between C1 and Customer ("Agreement") that includes Maintenance Services terms and is governed by the terms and conditions therein. In the event of a conflict between this Scope of Work and the terms and conditions of the Agreement, the Agreement shall control.
For this service description, reference to C1 will include ConvergeOne, Inc. and its affiliates.

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Maintenance Service Coverage: Genesys PureConnect Premier Support with Manufacturer Support

Genesys PureConnect Premier Support coverage with manufacturer support includes remote telephone support, remote diagnostics, troubleshooting, problem resolution, and access to software maintenance updates/fixes.. *Manufacturer support is a contract between C1 and the manufacturer. Manufacturer Support is a valuable protection for Customer in an instance where high level manufacturer support for software code fixes and bugs would be required.*

1. Coverage Hours and Elections

Genesys PureConnect Premier Support: This support is available 24x7 in the time zone of the covered location for Major Failures. All basic and minor types of incidents are acknowledged and responded to during normal business hours.

2. Coverage Elements:

Genesys PureConnect Premier Maintenance Support

Subject to coverage hours, as part of Premier Support C1 will:
- Receive Customer's request for assistance through the C1 Service Center. C1 may require that only C1 authorized Customer contacts are able to initiate requests or check on their status and C1 may limit the number of authorized contacts.
  - o Customer may report/log a request via the method of their choice: toll-free telephone number or C1 online customer portal (or other website designated by C1).
  - o Troubleshoot and resolve product related problems via VPN or Connectivity Server. C1 will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.
- Answer customer questions regarding product problems.
- Provide recommendations for Software Updates to clear faults.
- Commence remedial maintenance service activities, including limited consultation on software maintenance (bug) fixes, product documentation and update releases.
- Isolate or determine the source of problems or anomalies that are the result of installation or configuration errors. Support is limited to unaltered versions of the software that are supported by the manufacturer, and to problems that are reproducible in that version of the software.
- Identify inconsistencies or errors in Genesys Software Product documentation.
- Identify appropriate resources to assist with activities or customer requests falling outside of the C1 support agreement. Note that these additional resources may be billable and/or may be resources outside of C1.
- Provide Helpline support, which includes:
  - o Answering general usability or software application-specific questions: General usability issues are defined as, but not limited to; non-programming issues, and includes general information around the functionality of a product. Usability information can be provided without knowing the specific programming and configuration details of Customer's system. This general support does not include consultation on appropriate methods and procedures for Customer's environment nor does it include custom programming.
  - o Providing basic Interaction Administrator support to Customer. This includes assisting Customer with administrative tasks such as adding/modifying users, adding/modifying lines, and configuration updates for the base system. This assistance is limited to basic questions submitted via email or Portal that require less than 15 minutes of Service Desk support. Anything requiring more than 15 minutes of time or research or requires the Service Desk to access the Clients system will be processed as a MAC at current Per Incident T&M MAC rates.
  - o Providing advice, which includes directing Customer to sections of the documentation that may answer a question, clarifying the documentation or recommending possible training courses.
  - o Working with trained individuals from Customer to enhance understanding of the use and features of C1 supported Products.
  - o Helpline support is limited to Business Hours of 8:00am to 5:00pm in the customer's local time zone. Helpline requests provided after 5:00 PM are subject to availability. Helpline support is limited to the authorized Customer's contacts only.
- If C1 determines that a problem is due to Customer's or a third party's application, then resolution and diagnostic fees may be charged at C1's then current Per Incident T&M MAC rates.
- This coverage option does not include any on-site support. If C1 determines on-site intervention is needed, C1's remote engineer will refer the trouble resolution to Customer's designated and trained on-site Maintenance representative. Any additional troubleshooting time required of C1 is subject to C1's then current Per Incident T&M MAC rates.

3. Information Needed for Support Requests

Please be prepared to provide key information when contacting the C1 Managed Service and Support Center (MSSC) to open a support incident. This will allow the most accurate and rapid response from our certified technicians. The following items are examples of information that will need to be available at the time of incident entry:

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Location of issue or request
     o Specific address if client has multiple locations
     o Specify appropriate department or internal location if needed
     o Customer ID #
Identify the Point of Contact
     o Name
     o Phone number
     o Email address
     o Onsite contact, if different than main point of contact
Overview of the issue or request
     Description of the issue – extension, user, Telco #, etc.
     Proper expectation of intended results once the work order is complete
     Call ID
     Logs
     PO # - if required

4. Remote Technical Support

The C1 Managed Service and Support Center (MSSC) will address service impacting issues with the Genesys PureConnect solution deployed within Customer's environment. Technical assistance is provided utilizing remote diagnostic tools and remote interaction with Customer's designated staff. Services associated with Remote Technical Support include the following:

- System Triage – Collect IC logs, event logs & call IDs.
- Troubleshooting existing data communications equipment if such equipment is covered under C1 maintenance coverage.
- Troubleshoot integration with existing third party software applications such as MS Exchange and MS SQL.
- Exchange & SQL administration and support are the responsibility of Customer.
- Escalation of issues to Genesys support when needed.
- Troubleshoot server hardware failures.

5. Genesys PureConnect Updates: Engineering Specials (ESs), Patches, R Releases, and Annual Version Releases

C1 will provide software for ESs, Patches, R Releases, and Annual Upgrades as part of the Genesys PureConnect Premier Support contract. If onsite support or implementation is desired, it will be billable at C1's current implementation rates as described below:

All labor associated with the first upgrade during the annual maintenance contract period will be billed at a 20% discount off of the C1normal implementation rates.

All labor associated with the second or additional upgrade during the annual maintenance contract period will be billed at a 25% discount off of the C1 normal implementation rates.

Any upgrade that has been deemed mandatory due to manufacturer code bugs and has no viable work-a-round, which cause a critical degradation to the business applications of the installed Genesys PureConnect solution will be reviewed for implementation monetary relief. This provision will only apply to those Genesys PureConnect solutions that are no more than two (2) R releases behind the most current release of the Genesys PureConnect application.

6. Site Profile

C1 support will gather system configuration information via remote access. This information will be documented as a Customer Site Profile within our Site Profile System. The Site Profile assists C1 while troubleshooting an incident.

7. Response Intervals

Response times are a critical component of a Support Agreement; therefore, response times are based on the severity of the reported incident. Incidents are classified as follows:
- Critical – This indicates that the system is down and will be responded to within thirty (30) minutes.
- High – This indicates that the system is experiencing an issue/failure that is affecting a minimum of 50% of users and will be responded to within two (2) hours.
- Medium/Low – This indicates an issue that is minimally impacting or an inquiry and will be responded to within six (6) business hours.

8. Remote System Access

C1 recognizes the security concerns of Customers when setting up remote access for the Genesys PureConnect solutions. C1 will work closely with the Customer to ensure a secure remote access method to the Customer equipment that complies with C1 and Customer security policies. Access methods that require customer intervention for engineers to access the Genesys PureConnect solution such as screen share may cause a delay in response and resolution times. When an engineer must contact the customer for remote access, the response metric will be based on the engineer's first attempt to

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contact the customer.

9. New Software Versions and Features

New Software Versions and Features released from Genesys for software covered under this support plan are included in this support plan at no additional charge to Customer. Implementation of New Software Versions and Features are not covered by this support agreement but may be provided by C1 under a separate agreement at an additional charge.

10. Microsoft Patches

C1 understands the concern to Microsoft Patches and Security Patches. In general security patches should be added as released per Genesys. Microsoft patches are released, from Microsoft, on the 2nd Tuesday of each month. Genesys will test all Microsoft patches and have the results available to partners and customers by the 3rd Tuesday of each month. Before applying any patches please check "testlab.inin.com" for compatibility information and known issues.

11. Interaction Attendant Support

C1 will provide general support for the Interaction Attendant. C1 Service Desk Interaction Attendant support includes assisting Customer through an existing Attendant configuration menu. Creating new configurations will be billable at C1's current Per Incident T&M MAC rates.

12. Quarterly Administrator, Attendant, and Emergency Restore of Each Backup

On quarterly intervals, C1 will work with Customer to perform backups of Administrator and Attendant for all Premier Support Customers. Any backup process will be in accordance with Customer security policies. This is an option provided with the Premier Support agreement and will only be executed upon Customers request.

13. Site Audit

As a Premier Support offering, upon the Customer's request, C1 Technical Support will perform a Site Audit upon completion of the onboarding process and upon contract execution. A Site Audit encompasses complete discovery and documentation of the Genesys PureConnect Implementation and site configurations. Following the Site Audit, C1 will produce a Site Audit Report and Validation Proposal.

14. Extended Support

C1 may discontinue or limit the scope of Maintenance Services for Supported Products that the manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, C1 Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support."

Extended Support will continue to provide the same Full Coverage Maintenance Services described in this SOW, with the following exceptions. At the end of manufacturer support, R&D product developer support and going-forward maintenance Updates (e.g., Product Change Notices ("PCN's"), "bug fixes,", patches, interoperability/usability solutions) are no longer provided by the manufacturer. Therefore, certain complex faults or functionality issues may not be resolvable without Customer upgrading the system to a version currently supported by the manufacturer at Customer's expense.

In addition, as replacement parts are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at customer's expense in order to ensure compatibility and preserve Supported Product functionality.

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