

TECHNICAL SUPPORT ADDENDUM

Technical(A) E T E M C E T A n f i c e E M C W a 5 2 (8 1 2 5 1 8) i E M C S B i T B o d y M C E D B D C i l l y T w h c 4 0 1 1 0 2 5 3 1 8 T

specifications;(b) Incidents;or (c) the applicable Documentation is not correct.

- (g) “Response Time” means the elapsed time from when ICE MT’s technical support team receives a request for assistance from Customer until the commencement of support.
- (h) “Service Desk” means Customer-designated resources to provide the first line of support for the Services to Customer’s End-Users and handle End-User reports of Incidents, service requests, issues, and other questions.
- (i) “Service Pack” means a planned update

Testing of any new features, workflow, or enhancements
Testing or consulting relating to Customer's use of any SDK, APIs, or plugins
Testing of any third-party applications and/or integrations
Supporting Customer's End-Users
Debugging and testing changes on Customer's data replication target database, if applicable
Evaluating or testing Customer's infrastructure, including Citrix, terminal services, or workstations
Assisting any offshore workforce directly
Backing up or restoring programs or data outside of ICE MT's backup and disaster recovery plans
Migration of data or systems to either production or test
Keying, importing, converting, or manipulation of data
Onsite, formal, or remote classroom training on the operation and use of the Services
Creation of any new, non-standard, customer-defined workflow
Custom development
Onsite diagnosis at or travel to Customer's facilities
Re-creation of data or information lost for any reason other than that caused by ICE MT
Any support or remedies for any loss arising from, related to, or caused by Customer's negligence, abuse, misapplication, or misuse of the Services

In addition to the foregoing, ICE MT is excused from providing Technical Support if prevented from doing so due to failure of Customer or third-party networks. At Customer's request and at the sole discretion of ICE MT, ICE MT may perform any of the excluded services as part of a separate SOW at ICE MT's then-current r o

(d) MERS HOI Hub Technical Support:

Included for subscriptions to MERS HOI Hub

Technical Support is available via the following channels:

- E-mail

Initial target service level Response Times as shown below during Technical Support business hours:

| Channel | Critical |
|---------|----------|
|---------|----------|