

Univa Technical Support

SUPPORT SERVICES PLAN

- Requests facilitated via customized portal or email
- Local telephone support
- English language
- Monday to Friday, 24 hours via Support Portal, and 9 a.m. - 6 p.m. Local time Phone support

SEVERITY LEVEL DEFINITIONS

Severity Level 1: Business critical issues caused by broken features or lack of significant functionality of the Univa provided software, with no existing workaround. This severity level can be requested just for production systems and does not include installation issues or problems in staging environments.

Severity Level 2: Severe impact. An error that significantly degrades a major function of the Software.

Severity Level 3: Degraded operations. An error that results in slight impairment in the functions of the Software. Includes feature requests and cosmetic defects.

SEVERITY LEVEL RESPONSE TIMES

Univa will use commercially reasonable efforts to respond within the Response Times set forth below according to the Severity levels and Support Services Plan of the Company.

Level	Standard Support
Severity Level 1 Response Time	4 Working Hours
Severity Level 2 Response Time	Next Working Day
Severity Level 3 Response Time	2 Working Days

About Univa

Univa is the leading independent provider of software-defined computing infrastructure and workload orchestration solutions. Univa's intelligent cluster management software increases efficiency while accelerating enterprise migration to hybrid clouds. Millions of compute cores are currently managed by Univa products in industries such as life sciences, manufacturing, oil and gas, transportation and financial services. We help hundreds of companies to manage thousands of applications and run billions of tasks every day. Univa is headquartered in Chicago, with offices in Toronto and Munich. For more information, please visit www.univa.com.