UNIVA

Univa Technical Support

SUPPORT SERVICES PLAN

- Requests facilitated via customized Support Portal (http://support.univa.com) 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

SUPPORTED PRODUCT VERSIONS

Univa supports the most current version of its software and one version prior.

SEVERITY LEVEL DEFINITIONS

Severity Level 1: Business critical (only available for production systems). Error that results in a complete loss of functions of the Software; a significant function of the Software that is not available; and no workaround exists. 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. Degraded operations. An Error that results in slight impairment in 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**.

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