

**CUSTOMER SUPPORT EXHIBIT A  
TO  
SOFTWARE LICENSE AGREEMENT**

Provided that the Customer is current on its Annual Maintenance Fees, Licensor agrees to provide customer support services in accordance with the provisions set forth below.

**1. Ways to contact Waypoint Global Customer Support Department**

- Email: [support@waypointglobal.com](mailto:support@waypointglobal.com)  
(Preferred as it automatically populates our support ticket tracking system)
- Website Chat: [www.waypointglobal.com](http://www.waypointglobal.com)
- Toll Free: 844-827-8254 Ext. 2
- Local: 317-268-3959

**2. Description of Support Services.**

Waypoint Global Inc will provide support 9 hours a day, 5 days a week for “Sev 1” (Severity 1) system down issues, “Sev 2” (Severity 2) and “Sev 3” (Severity 3) issues. WPG provides support during the standard hours of the WPG Customer Support Call Center.

- 8:00 AM to 5:00 PM Eastern Time (ET)
- Support after hours may be billed on an hourly rate with a 2-hour minimum.
- For service options, after-hours rates or training fees, please contact Waypoint Global Customer Service Department at 844-827-8254 ext. 3, 317-268-3959 ext. 3 or [info@waypointglobal.com](mailto:info@waypointglobal.com).

WPG will provide support services for the then-current and supported earlier versions of the Software only. Support Services shall consist of the following: (i) provide Software support via telephone, or E-mail, during the hours/days listed above; (ii) use commercially reasonable measures to ensure that the Software conforms in all material respects to the Documentation in effect from time to time, including modifying the Documentation; and (iii) delivery of all Updates of the Software upon request by the Customer. Updates, in the form of Major, Minor, Resolution, or Patch releases, may incorporate (i) corrections of any “Sev 1” (Severity 1), “Sev 2” (Severity 2) priority defects, (ii) fixes of any Sev 3 (Severity 3) priority defects, and (iii) any planned functional enhancements to the appropriate software or modules purchased by the Customer. WPG shall have no obligation to (i) install Updates without entering into a separate Statement of Work, (ii) support Software that has been altered, damaged, or modified by Customer, (iii) fix errors caused by Customer’s negligence, hardware malfunction, or other causes beyond the reasonable control of WPG, (iv) support Software installed in a hardware or operating environment not supported by WPG, (v) correct any defects in software customized for the Customer by WPG if the warranty period (if applicable) for defect resolution has expired without entering into a maintenance agreement for custom software or separate statement of work under a Master Services Agreement, (vi) provide on-site support or training, (vii) provide training or answer training-related/”how to” questions without entering into a separate statement of work under a Master Services Agreement, (viii) support hardware, operating system or database-related administration and/or performance tuning issues, (ix) support third-party applications not provided by WPG, (x) server to server migrations of Software, (xi) Sybase to MS SQL database conversions, and (xii) PC to PC migrations. Waypoint Global reserves the right to increase the maintenance fee, but not more frequently than annually, by the greater of (a) 5% or (b) increase in the consumer price index for the most recent calendar year end as reported by the Wall Street Journal.

3. **Severity Levels Definitions.** When Customer places a call or sends email to the support staff of WPG to report a new issue, Customer’s case will be assigned a severity level jointly by WPG and Customer. The severity level will be assigned to the issue based on the definitions provided below.

Severity Level	Response Time	Support Description
<b>Sev-1</b>	45 minutes	<p>Catastrophic impact on business operations. Work cannot reasonably continue; the operation is mission critical to the business and the situation is an emergency.</p> <p><i>‘Sev-1’ will be assigned for issues where the system is down or impaired such that work cannot continue until the problem is solved. Initial response time shall be no greater than <u>45 minutes</u>.</i></p> <p>To ensure this response time is met, Customers must report Sev-1 issues to Customer Support via telephone 844-827-8254 ext. 2 or 317-268-3959 ext. 2 AND support@waypointglobal.com.</p>
<b>Sev-2</b>	Four (4) Business Hours	<p>Significant impact on business operations.</p> <p><i>‘Sev-2’ will be assigned for those issues that have a significant impact to your production but for which an acceptable workaround is available. Initial response time shall not exceed <u>4 business hours</u>.</i></p> <p>To ensure this response time is met, Customers are encouraged to report Sev-2 issues via email and phone to the global support line.</p>
<b>Sev-3</b>	One (1) business day	<p>Limited/minimal impact to business operations.</p> <p><i>Sev-3 will be assigned for issues where there is little or no impact to system operations. Initial response time shall be no greater than <u>1 business day</u>.</i></p>

The following goals will be used as guidelines to complete any defects reported to and accepted by the WPG’s support staff. Problem resolution will depend on receiving adequate information from the Customer to permit WPG to understand and reproduce the problem as well as any necessary approvals required from Customer to proceed with problem resolution. Problem resolution time does not take into account any delays caused by the Customer in meeting the previously mentioned criteria.

Case Priority	Resolution Initiated	Detail
<b>Sev-1</b>	<b>Immediately</b>	Corrective action will be initiated <u>immediately</u> , but actual repair time will depend on the scope of effort required to correct, test and release the fix.
<b>Sev-2</b>	<b>Within 4 Business hours</b>	Corrective action will be initiated within 4 business hours, but actual repair time will depend on the scope of effort required to correct, test and release of the fix.
<b>Sev-3</b>	<b>Future Release</b>	Corrective action will be taken and a fix will be scheduled on a priority basis for a <u>future release</u> of the application at WPG’s sole discretion.

4. **Automatic Renewal.** The annual maintenance agreement automatically renews each year unless Waypoint Global is notified of cancellation 45 days prior to renewal date. Your company will be automatically invoiced for the annual maintenance fee 60 days prior to the expiration date of the agreement.

5. **Supported versions of Software.** Upgrades support the following version numbers of Suite or higher.

CD Version	3.99
Audit Manager	2.07
Corrective Action	3.00
Desktop	6.15
Document Manager	5.03
Folio Manager	1.02
Instruction Writer	7.02
List Builder	4.02
Number Dispenser	2.07
Policy Writer	7.02
Procedure Writer	7.02
Quality Planner	3.02
SPC-Administration	4.09
SPC-Examiner	4.07
SPC-Operator	4.08
Suite Reports	1.00
Training Manager	1.04