

Sisense Support Services Addendum

This Sisense Support Services Addendum (the “**Addendum**”) sets forth the support services (“**Support Services**”) to be performed by Sisense for the Customer with respect to the Products referenced in the Sales Order. This Addendum supplements and is hereby incorporated into the Master Subscription Agreement (the “**Agreement**”) referenced in the Sales Order. Capitalized terms used herein and not otherwise defined shall have the meaning given to them in the Agreement.

1. **Definitions**

- 1.1. “**Customer’s Operating Environment**” means a combination of Customer’s hardware, operating system and other relevant software that are required to operate the Product as described in the Documentation.
- 1.2. “**End of Support Date**” means twelve (12) months after the Version release date.
- 1.3. “**Failure**” means a reproducible condition in the Product which causes the Product or any material part thereof, to cease to operate or materially fail to function in accordance with the Documentation.
- 1.4. “**Response Time(s)**” means the interval between the initial service request made by Technical Support User and Sisense’s first response to such a request.
- 1.5. “**Support SLAs**” means the Response Times and priority levels set forth at <https://www.sisense.com/support-resources/>, which may be updated by Sisense from time to time; provided that such updates do not materially degrade the Response Times when taken as a whole.
- 1.6. “**Technical Support User**” means a Customer’s employee (or independent contractor retained by Customer) who is appointed by the Customer to communicate with Sisense concerning Support Services. Technical Support Users shall be knowledgeable in the use of the Product and Customer’s Operating Environment. Customer may designate up to three (3) Technical Support Users at any one time.

2. **Support Services for Sisense Fusion Product**

- 2.1. **Customer Success Manager.** Each Customer will be assigned a Customer Success Manager, whose services will be provided at no additional cost to the Customer. The Customer Success Manager’s primary responsibility is to assist the Customer by providing information, resources, and guidance on the Product. The Customer Success Manager will serve as Customer’s primary point of contact and escalation. The Customer Success Manager’s responsibilities include, but are not limited to:
 - Consulting on feature usage
 - Delivering product updates
 - Managing service requests reported by Customer’s Technical Support Users per Section 2.2 below.

Sisense reserves the right to change the assigned Customer Success Manager at any time in its sole discretion.

- 2.2. **Service Requests.** Sisense shall respond *only* to service request made by Technical Support Users via the following website: <http://support.sisense.com> or through other electronic means pre-approved by Sisense. When reporting a Failure, the Technical Support Users must indicate the severity level of the Failure (Critical, Major or Minor). Sisense reserves the right to change the severity level of the Failure based on the definitions set forth in the Support SLAs (available here <https://www.sisense.com/support-resources/>). Sisense shall use commercially reasonable efforts to comply with the applicable Response Times set forth in the Support SLAs.

- 2.3. **Resolutions.** Sisense shall use commercially reasonable efforts to resolve each material Failure by providing either: a reasonable workaround, an Update, or an action plan for how Sisense will address the Failure and an expected timeline. Notwithstanding the foregoing, Sisense has no obligation to resolve Failures reported after the End of Support Date.
- 2.4. **Additional Benefits.** Customer shall also be entitled to the following additional Support Services:
- Sisense forum and community access.
 - Invitations to select Sisense customer events.
 - Access to Documentation and user guides.
 - Certain training webinars.
 - Access to Updates and Versions that are generally made available to Sisense’s customers during the Subscription Period.
- 2.5. **General Exclusions.** The Support Services shall not include, and Sisense shall not be responsible for or liable to correct any Failure caused by: (i) Customer's failure to use the Product or any part thereof in accordance with the Documentation or the Agreement (including use of the Product which is not in accordance with the scope of the license granted to Customer); (ii) the modification, alteration or maintenance of the Product by any person other than Sisense; (iii) negligence, misuse, abuse or mishandling of the Product by Customer or any third party; (iv) inappropriate environmental conditions (such as power and air-conditioning failures) or failure of Customer to maintain Customer’s Operating Environment set out in the Documentation; (v) Customer's failure to incorporate any Updates provided by Sisense to Customer, (vi) use of a Version after the End of Support Date; or (vii) conversions/upgrades of the Customer’s Operating Environment, or (viii) customizations requested by the Customer.
- 2.6. **Bundled Product and Customer Hosted Product Support Exclusions.** For Customers that are (i) licensing the Product to be used as part of the Bundled Product, or (ii) installing the Customer Hosted Product in multiple locations, Support Services shall be provided only with respect to the Product and not the Bundled Product or Customer's Operating Environment. Before reporting any Failure per Section 2.2, Customer must first replicate the Failure in the Sisense's environment and submit all information to Sisense for review. All resolutions delivered by Sisense per Section 2.2 shall only be applicable to the Product and not the Bundled Product or Customer’s Operating Environment.
- 2.7. **Remote Access Disclaimer.** The Product includes the Remote Support Analysis Module, which allows for troubleshooting of support issues. If the Remote Support Analysis Module is disabled by Customer for any reason, Customer acknowledges that Sisense’s ability to provide Support Services may be impaired.
3. **Support Services for CDT Product.** With respect to the CDT Product only, Sisense shall provide reasonable support to Customer from Monday through Thursday during the hours of 10 a.m. to 8 p.m. Eastern Time and Friday during the hours of 10 a.m. to 6 p.m. Eastern Time (excluding local and national holidays). Support can be contacted through the CDT Product and by email at: supportdt@sisense.com.
4. **All Other Services.** All other services, including, but not limited to, Professional Services, shall be provided by Sisense to the Customer subject to a separate agreement and are not included in this Addendum.
5. **U.S. Only Support.** Notwithstanding anything to the contrary herein, if Customer elects to utilize U.S.-only support (to the extent available), such support shall only be available from Monday through Friday 9 a.m. to 5 p.m. Eastern Time (excluding U.S. public holidays). As a result, Response Times for such support may take longer than and/or differ from the Support SLAs.

6. **Earlier Agreements.**

For licenses or subscriptions governed by agreements in effect prior to May 1, 2020, the following defined terms are amended:

Previous Term	New Term
Licensor	Sisense
Licensee or OEM	Customer
Software	Product