



SUBSCRIPTION AGREEMENT

This Subscription Agreement (the “**Agreement**”), effective as of this 30th day of June, 2024 (the “**Effective Date**”), is entered into by and between Glance Networks, Inc. (“**Glance**”), and London Computer Systems, Inc. _____, a _____ corporation with a principal place of business at _____ (“**Customer**”).

1. Provision of Services

a) *Services.* Subject to the terms and conditions of this Agreement, Glance will provide Customer with a subscription to access and use the Glance systems described in the Order Schedule (the “**Services**”) during the term specified in such Order Schedule (the “**Subscription Period**”). In order to use the Services, Customer is responsible at Customer’s own expense to access the Internet, either directly or through devices that access Web-based content and pay any service fees associated with such access. “**Order Schedule**” shall mean the order form/quotation or schedule(s) to this Agreement signed by both parties from time to time that, when completed, set forth the Services ordered by Customer from Glance, all applicable fees, certain restrictions and any other terms that Glance and Customer agree upon.

b) *Service Level Agreement.* Glance shall provide the Services in accordance with the SLA attached hereto as Exhibit 1.

c) *User Account Information.* In connection with Glance’s provision of the Services, Customer shall provide to Glance the User Account Information. “**User Account Information**” means the name and username for Customer personnel for whom Customer wants Glance to setup an account on the Glance systems.

d) *Implementation.* Glance shall provide implementation services, which includes guidance adding Glance to Customer’s environment and training for Customer’s selected Glance administrators. Implementation services must be completed within 6 months of the start of the Subscription Period or additional charges may apply.

e) *Professional Services.* Glance may perform customization and/or professional services for the Services (“**Professional Services**”) if and as specified in an SOW. “**SOW**” means either (a) a description of such services in the Order Schedule or (b) a mutually executed statement of work that references this Agreement. Professional Services and any associated deliverables are deemed included in the “**Services**” for purposes of Glance’s representations and warranties obligations and Customer’s usage rights.

2. License Grant/Restrictions

a) *License of User Account Information.* In consideration of Glance’s performance of its obligations under this Agreement, for the term of this Agreement, Customer grants to Glance, and Glance accepts from Customer, a non-exclusive, worldwide, royalty free license to copy, display, store, use, transmit and display (including on and via the Internet) the User Account Information, solely to the extent necessary to provide the Services as requested by Customer in accordance with this Agreement.

b) *License Grant to Customer.* Subject to the terms and conditions of this Agreement, upon the execution of an Order Schedule by Glance and Customer, Glance grants to Customer a non-exclusive, non-transferable, license, solely during the Subscription Period, to access and use the Services, solely for Customer’s internal use and for Customer’s interaction with a Participant and subject to any license restrictions set forth on the Order Schedule subject to any license restrictions set forth on the Order Schedule. “**Participant**” means an invitee of Customer with whom the Customer and the invitee share a screen using the Services, regardless of whether the individual has an

account within the Services.

c) *Restrictions.* The use of the Services shall be subject to the limitations and restrictions, if any, specified in the Order Schedule. Customer shall only use the Services and shall only transmit, distribute or store any content or materials in compliance with applicable law. Customer shall not modify, reverse engineer, disassemble, decompile, adapt, resell, rent, lease, loan, create, prepare derivative works or otherwise attempt to decipher any software provided in connection with the Services or any part thereof. Customer may not use the Services as a service bureau, as an application service provider or in any commercial time share arrangement. Customer may not use the Services in contravention to any applicable laws or government regulations. Customer shall not remove any proprietary label or notice contained within the Services. Customer shall take all measures necessary to ensure compliance by all Subscribers (as such term is defined below) with all terms and conditions of this Agreement. The right to use the Services is limited only to the Customer registered Subscribers and their invited attendees and includes those members of staff and others engaged by the Customer to perform work for the Customer. Customer shall indemnify and hold Glance harmless from and against any losses, damages and costs incurred by a breach of this Agreement by any of its Subscribers. Glance reserves the right to terminate the access of any Subscriber to the Services in the event of any such violation, in addition to its other remedies hereunder.

d) *Responsibility for User Accounts and Passwords.* Customer is responsible for maintaining the confidentiality of each Subscriber's accounts and passwords. Customer agrees to immediately notify Glance of any unauthorized use of Customer account of which Customer becomes aware.

e) *Network Security.* Customer shall not use the Services to violate or circumvent system or network security. Examples of system or network security violations include, without limitation, the following:

1. Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network;
2. Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network;
3. Interference of the service to any user, host or network including, without limitation, mail-bombing, flooding, deliberate attempts to overload a system and broadcast attacks; and/or
4. Forging of any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

f) *Subscribers.* Customer shall provide all user information reasonably necessary to enable Glance to create a profile for each person for whom Customer wishes to have access to the Services, pursuant to this Agreement (“**Subscriber**”). During the Subscription Period, Customer may designate one (1) Glance web page address for each Subscriber.

g) *Software license.* Customer may be required to download a software application from Glance's website in connection with and as part of Customer's use of the Services. In such event, Customer acknowledges and agrees that such use of such software will be governed by the terms and condition of this Agreement.

3. Fees

a) *Services Fees.* As consideration for the use and access of the Services provided hereunder and any Professional Services provided by Glance hereunder, Customer will pay Glance the fees set forth on the Order Schedule in accordance with the payment schedule set forth thereon.

b) *Payment Terms and Taxes.* Payment terms for all purchases hereunder shall be net thirty (30) days after

the date of Glance's invoice and, unless otherwise agreed in writing, shall be paid in U.S. Dollars. Any Customer purchase order, which may or may not become available, is an administrative document only and any provisions in such purchase order at variance with this Agreement shall not be binding on the parties. Overdue balances may be subject to a service charge of one and one-half percent (1½%) per month, but not more than that allowed by law. Customer shall be responsible for any and all taxes levied on any transaction under this Agreement, including all federal, state, and local taxes, levies and assessments, excluding any tax based on Glance's net income. Except as otherwise specifically set forth in this Agreement, all fees are non-refundable.

c) *Suspension of Services.* In the event that Customer's account becomes thirty (30) days or more overdue, in addition to and not in lieu of any of its other rights or remedies under this Agreement, Glance reserves the right to suspend the Services provided to Customer.

4. Ownership and Proprietary Rights

a) *Ownership.* Ownership of the Services, any related documentation, copies, modifications and derivatives of the Services (in whole or in part), and all related copyright, patent, trade secret and other proprietary rights, are and will remain the exclusive property of Glance and/or its licensors. Glance reserves all rights not expressly granted by it to Customer under this Agreement. There are no implied rights.

b) *Confidentiality.* Except as reasonably required to exercise its rights under this Agreement, each party shall maintain the Confidential Information of the other party in confidence. Each party agrees to use commercially reasonable efforts to prevent and restrain any unauthorized disclosure, communication, copying, use, distribution, installation or transfer of possession of Confidential Information by any of its employees, consultants, and agents to others or use it for any purpose, except pursuant to and in order to carry out, the terms and objectives of this Agreement. At a minimum, each party shall maintain at least the same procedures regarding the other party's Confidential Information that it maintains with respect to its own. A party's Confidential Information shall not include any information which: (i) becomes part of the public domain through no act or omission of the other party; (ii) is lawfully acquired by the other party from a third party without any breach of confidentiality to the party to whom the information relates; (iii) is disclosed by a party to a third party without any obligation of confidentiality to the party to whom the information relates; (iv) is independently developed without reference to Confidential Information; or (v) is disclosed in accordance with judicial or other governmental order. Without limiting the generality of the foregoing, Customer shall take all reasonable steps to prevent any personnel or Subscriber from removing any proprietary or other legend or restrictive notice contained or included in any material provided by Glance. Either party may publicly disclose the existence of this Agreement, but neither party shall disclose details of the Agreement without written consent from the other party. "**Confidential Information**" shall mean all information which is written, graphic, machine readable or other tangible form and is marked "confidential", "proprietary", "source code", or in some other manner to indicate its confidential nature, or which under the circumstances of disclosure reasonably ought to be considered as confidential. Confidential Information shall expressly include all source and object code, documentation, and the terms and pricing under this Agreement.

c) *Injunctive Relief.* Both parties acknowledge that any use of the disclosing party's Confidential Information in a manner inconsistent with the provisions of this Agreement may cause the disclosing party irreparable and immediate damage for which remedies other than injunctive relief may be inadequate. Therefore, both parties agree that, in addition to any other remedy to which the disclosing party may be entitled hereunder, at law or equity, the disclosing party shall be entitled to seek an injunction or injunctions (without the posting of any bond and without proof of actual damages) to restrain such use in addition to other appropriate remedies available under applicable law.

5. Warranty



a) *Warranty.* Glance represents and warrants that the Services will comply in all material respects with the description of the Services found in the Services documentation Glance makes available to customers of its Services and shall be provided in a professional and workmanlike manner.

b) *Exclusive Remedy.* For any breach of the warranty set forth above in Section 5(a), Customer's sole and exclusive remedy and Glance's entire liability shall be, in Glance's sole discretion, either: (a) correction of the defect or error that caused the breach of warranty; (b) replacement of the nonconforming item of the Services; or (c) in the event Glance reasonably determines that it is unable to cure such breach, termination of Customer's right to use the particular defective module(s) of the Services and return the prepaid and unused fees paid for such nonconforming module related to the Services.

c) *Disclaimer.* EXCEPT FOR THE EXPRESS WARRANTIES MADE HEREIN, GLANCE MAKES AND LICENSEE RECEIVES NO OTHER EXPRESS OR IMPLIED WARRANTIES OF ANY KIND WITH RESPECT TO THE SERVICES. GLANCE SPECIFICALLY DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, AND ANY AND ALL WARRANTIES ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR TRADE USAGE. THE STATED PRODUCT WARRANTY IS IN LIEU OF ALL OBLIGATIONS AND LIABILITIES ON THE PART OF GLANCE FOR DAMAGES.

6. Limitation of Liability

Except for (i) a party's breach of its confidentiality obligations under Section 4(b) above or (ii) a party's willful misconduct, in no event will either party, or their respective affiliates, employees or agents, or Glance's suppliers, be liable for loss of profits, business, use or data, or for interruption of business, or any other indirect, incidental, consequential or punitive damages even if advised of the possibility of such damages, regardless of the form of action, notwithstanding the failure of essential purpose of any limited remedy. Except for (i) a Glance's breach of its confidentiality obligations under Section 4(b) above, (ii) Glance's indemnification obligations in Section 8, or (iii) Glance's willful misconduct, in no event will Glance's aggregate, cumulative monetary liability for any damages arising from or related to this Agreement, whether in contract or in tort or under any other legal theory (including strict liability and negligence), exceed the fees actually paid by Customer to Glance for the applicable Services that is related to the claim during the twelve month period immediately preceding the event giving rise to the claim.

7. Term and Termination

a) *Term.* Unless terminated earlier as set forth below, this Agreement shall terminate upon the date that there are no valid Order Schedules in effect. Notwithstanding the foregoing, if either party fails to comply in any material respect with any of the covenants, agreements or conditions herein and such failure continues for thirty (30) days after written notification from the non-breaching party, the non-breaching party may, at its sole discretion and in addition to any other right or remedy available under applicable law or in equity, immediately terminate this Agreement. In addition to the foregoing, either party may, by delivery of written notice to the other party, terminate a particular Order Schedule for cause if the other party materially breaches its obligations under the Order Schedule and fails to cure such breach within 30 days after receipt of written notice of same from the non-breaching party. The termination of a single Order Schedule for cause will have no effect upon the parties' respective obligations under any other Order Schedule in effect under this Agreement. Termination of this Agreement shall terminate all outstanding Order Schedules. Either party may also terminate this Agreement immediately if the other party becomes the subject of any voluntary or involuntary petition in bankruptcy or any voluntary or involuntary proceeding relating to insolvency, receivership, liquidation, or composition for the benefit of creditors, if such petition or proceeding is not dismissed within sixty (60) days of filing.

b) *Renewal.* Upon the expiration of the initial Subscription Period of any Order Schedule or any renewal Subscription Period, unless either party provides the other with written notice of its election not to renew such Order Schedule at least ninety (90) days prior to such renewal date, the Subscription Period of the Order Schedule will automatically renew, for a term equal in duration to the initial Subscription Period of such Order Schedule at the rates specified on the Order Schedule. Glance reserves the right to change the rates for any renewal Subscription Period upon at least 30 days prior notice to Customer, which notice may be provided by e-mail, provided that no such fee increase shall be greater than 3% of the fees in effect for immediately prior Subscription Period.

c) *Effect of Termination.* Upon any termination or expiration of this Agreement or any Order Schedule: (i) all applicable licenses and rights granted hereunder shall terminate and Glance shall no longer provide such Services to Customer; (ii) Customer shall cease and cause its users to cease using the Services; and (iii) each party will promptly return to the other party or, at the other party's request, destroy, any Confidential Information of such other party, in all forms and types of media, and provide such other party with an officer's written certification, certifying such party's compliance with the foregoing. Customer agrees and acknowledges that Glance has no obligation to retain the User Account Information and may delete such User Account Information, once the file of Customer Content has been provided to Customer or Customer has indicated it does not want the file of User Account Information. Except as expressly provided herein, termination of this Agreement by either party will be a nonexclusive remedy for breach and will be without prejudice to any other right or remedy of such party. All provisions of this Agreement, which by their nature are intended to survive the termination of this Agreement (including, without limitation, the provisions of Sections 4, 5(c), 6, 7(c), 8 and 9), shall survive such termination.

8. Indemnification

a) *Indemnity.* Glance will defend and indemnify, at its own expense, any third party claim against Customer that arises due to a claim that the Services (but excluding any third party products) infringe a valid patent, copyright or involves the misappropriation of a trade secret of a third party. Glance will pay such damages or costs as are finally awarded against Customer or agreed to in settlement for such claim provided that Customer gives Glance: (a) prompt written notice of any such claim or threatened claim; (b) sole control of the defense, negotiations and settlement of such claim; and (c) full cooperation in any defense or settlement of the claim (at Glance's cost).

b) *Infringement Injunctions.* If Customer's use of the Services is, or in Glance's opinion is likely to be, enjoined as an infringement or misappropriation of any third-party intellectual property right, Customer's sole and exclusive remedy, and Glance's entire liability shall be, at Glance's discretion and expense, for Glance to: (a) procure for Customer the right to continue to use the Services under the terms of this Agreement; (b) replace or modify the Services or portions thereof so that it is non-infringing and substantially equivalent in function to the Services as enjoined; or (c) terminate this Agreement in whole or in part and refund to Customer the pre-paid and unused fees paid hereunder for the infringing Services.

c) *Exclusions.* Notwithstanding the foregoing, Glance will have no liability for any claim of any kind to the extent it results from: (a) modification of the Services made other than by Glance; (b) the combination, operation or use with the Services of any product or services not supplied by Glance to the extent such claim could have been avoided if the products or services were not used in such combination; (c) failure of Customer to use updates or modifications provided by Glance, including those provided to avoid infringement; or (d) compliance by Glance with designs, plans or specifications furnished by or on behalf of Customer.

d) *Sole Remedy.* The provisions of this section set forth Glance's sole and exclusive obligations, and Customer's sole and exclusive remedies, with respect to infringement of intellectual property rights of any kind.

9. General

a) *Entire Agreement and Controlling Documents.* This Agreement (including any Order Schedules and SOW) contains the entire agreement between the parties with respect to the subject matter hereof, and supersedes all proposals, understandings, representations, warranties, covenants, and any other communications (whether written or oral) between the parties relating thereto and is binding upon the parties and their permitted successors and assigns. Only a written instrument that refers to this Agreement and is duly signed by both authorized representatives of both parties may amend this Agreement. Any conflicting terms contained in any purchase order issued by Customer shall be of no force or effect, even if the order is accepted by Glance. In the event of a conflict in terms among the Agreement and the Order Schedule and the Agreement and any SOW, the Agreement shall control unless the Order Schedule or SOW expressly states that it is to control in the event of such conflict.

b) *Assignment.* This Agreement shall be binding upon and for the benefit of Glance and Customer and their respective legal representatives, successors, and assigns; provided, that Customer shall not assign, sublicense, delegate, or otherwise transfer any of its rights or obligations under this Agreement without Glance's prior written consent.

c) *Governing Law.* This Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts, without regard to (i) its conflict of law provisions, and (ii) the applicability, if any, of the United Nations Convention on Contracts for the International Sale of Goods. Each party consents to, and agrees that each party is subject to, the exclusive jurisdiction of the state and federal courts of the Commonwealth of Massachusetts with respect to any actions for enforcement of or breach of this Agreement.

d) *Headings; Counterparts.* The headings to the sections of this Agreement are for ease of reference only and shall not affect the interpretation or construction of this Agreement. This Agreement may be executed in multiple counterparts, each of which shall be deemed to be an original and all of which shall be deemed to be an original instrument.

e) *Relationship of the Parties.* Glance and Customer are independent contractors, and nothing in this Agreement shall be construed as making them partners or as creating the relationships of employer and employee, master and servant, or principal and agent between them, for any purpose whatsoever. Neither party shall make any contracts, warranties or representations or assume or create any other obligations, express or implied, in the other party's name or on its behalf.

f) *Force Majeure.* Except for the obligation to make payments, nonperformance of either party shall be excused to the extent that performance is rendered impossible by strike, fire, flood, governmental acts or orders or restrictions, failure of suppliers, or any other reason where failure to perform is beyond the reasonable control of the non-performing party.

g) *Notices.* Any demand, notice, consent, or other communication required by this Agreement to be given in writing shall be given either (i) by being hand-delivered to the receiving party, or (ii) by being deposited in the mail (registered or certified) or delivered to a recognized private express common carrier, postage or freight prepaid, addressed to the receiving party at its address set forth on an Order Schedule. Either party may change its address by giving written notice to the other party of the changed address.

h) *Waiver and Severability.* The waiver or failure of either party to exercise in any respect any right provided for in this Agreement shall not be deemed a waiver of the subject right or any further right under this Agreement. If any provision of this Agreement or the application thereof to any party or circumstances shall be declared void, illegal or unenforceable, the remainder of this Agreement shall be valid and enforceable to the extent permitted by applicable law. In such event the parties shall use their best efforts to replace the invalid or

unenforceable provision by a provision that, to the extent permitted by applicable law, achieves the purposes intended under the invalid or unenforceable provision.



IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives.

Customer
[_____]

Glance Networks, Inc.

By: _____
Name:
Title:

By: _____
Name:
Title:

EXHIBIT 1

SERVICE LEVEL AGREEMENT

1. Service Level

1.1 Availability. The Services will be available to Customer 24/7, 365 days per year, 99.9% of the time on a monthly basis, excluding scheduled maintenance windows and interruptions outside of Glance's control ("**Uptime Availability**"). Customer is responsible for maintaining access to the Internet, respecting DNS time-to-live parameters and ensuring the access of its users

1.2 Maintenance. "**Maintenance**" shall mean any scheduled maintenance on the Services or any unplanned maintenance lasting less than 15 minutes. Glance does not anticipate needing to take the Services offline for routine maintenance or software releases. However, if scheduled maintenance is required, Glance will use commercially reasonable efforts to restrict such scheduled maintenance outage to the periods between 8PM and 7AM ET, Monday through Friday or during weekend hours and Glance will use commercially reasonable efforts to provide at least 48 hours advance notice to Customer thereof.

1.3 Service Interruptions. The Services may be unavailable as a result of circumstances beyond Glance's reasonable control, including without limitation, Customer's actions, Customer's vendors or providers, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving our employees) ("**Service Interruptions**").

By way of example and for illustration purposes only. If in a 30-day month, there were 30 minutes of Maintenance and 100 minutes of unscheduled service downtime (which wasn't due to a Service Interruption or comprises of unplanned maintenance lasting less than 15 minutes), then for that month,

The Services was available = $(30 * 24 * 60) - 30$ (Maintenance) = 43,170 minutes, and

Uptime Availability = $(43,170 - 100$ (unscheduled service downtime)) * 100 / 43,170 = 99.77%



EXHIBIT 2

STANDARD CUSTOMER SUPPORT PLAN

Support shall be provided in accordance with the terms and conditions herein.

1. Definitions

“**Glance’s Support Email**” means support@glance.net.

“**Glance’s Support Telephone**” means 877-452-6236 (domestic) and 1-781-646-8505 (International)

“**Standard Support Hours**” means Glance’s usual office hours from 9:00 a.m. to 9:00 p.m., Monday through Friday, US Eastern Time, excluding holidays as observed by Glance.

“**Support**” means (a) the provision during Standard Support Hours, of assistance by telephone, email, screen sharing, or Internet with respect to the Services, including (i) clarification of functions and features of the Services; (ii) guidance in the operation of the Services; and (iii) error verification, analysis and correction by telephone, email, screen sharing, and/or Internet. Glance reserves the right to determine, in its discretion, that Customer’s request is beyond the scope of this Maintenance and Support Policy and that Support is not available with respect to such request.

“**Response Time**” means the elapsed time between the receipt of a Support Call and the target time within which Glance begins Support as verified by a verbal or written confirmation to Customer.

“**Support Call**” means Support Call Severity 1, 2, 3, or 4, jointly or separately, as placed with Glance by Customer and as reasonably designated by Glance. (See below for definitions of severity levels)

2. Standard Support Plan

The Standard Support Plan is available in English during Standard Support Hours. Support shall be provided remotely via telephone, email, screen sharing, or Internet.

Types of support requests include (i) clarification of functions and features of the Services; (ii) guidance in the operation of the Services; and (iii) error verification, analysis and correction by telephone, email, screen sharing, and/or Internet.

Actual resolution times will depend on the nature of the request. Resolution may consist of a fix, referring the Customer to setup guides or technical white papers, or other solutions in Glance’s reasonable determination. Glance reserves the right to determine, in its reasonable discretion, that Customer’s request is beyond the scope of the Standard Support Plan and that support is not available with respect to such request.

2.1. “Designated Contacts” are Customer personnel identified by Customer as primary liaisons between Customer and Glance for technical support in conjunction with both Standard and Premium Support Plans. Customer shall identify between one (1) and four (4) Designated Contacts. Customer may be charged an additional fee for Designated Contacts in excess of four (4) at any given time. Customer shall notify Glance whenever Designated Contact responsibilities are transferred to another individual.

Designated Contacts shall be responsible for:

1. Overseeing Customer’s support case activity;
2. Developing and deploying troubleshooting processes within Customer’s organization; and
3. Resolving password reset, username and lockout issues for Customer.
4. Receive communication regarding platform updates and maintenance

Customer shall ensure that Designated Contacts:

- A. Have completed, at a minimum, basic Glance customer onboarding training;
- B. Are knowledgeable about the applicable Services in order to help resolve, and to assist Glance in analyzing and resolving technical issues; and
- C. Have a basic understanding of any problem that is the subject of a support call, and the ability to reproduce the problem in order to assist Glance in diagnosing and triaging it.

2.2. Cooperation and PII

Glance must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Glance to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer’s approval on a case-by-case basis, Customer may be asked to provide remote access to their Glance application and/or desktop system for troubleshooting purposes. Customer is responsible for ensuring that no Customer personally identifiable information is displayed to Glance personnel during such activities.

2.3. Escalation and Severity Levels

Reproducible errors that cannot be promptly resolved will be escalated to higher tiers of support for further investigation and analysis. The case severity level is selected by the Customer (subject to Glance’s confirmation) at the time of case submission and will be updated by Glance as follows:

Support Call Severity 1

Customer’s live Services are at a halt and unable to start sessions through the Services as a result of a catastrophic event in the Services.

Support Call Severity 2

A problem in the Services which impacts major functionality or significantly degrades performance and which cannot be (temporarily) solved by a workaround.

Support Call Severity 3

A non-critical problem in the Services where Customer is able to continue to run the Services or a workaround is available, or a reported problem in the Services that does not qualify as a Severity 1 or 2. A short-term workaround is available, but perhaps not scalable.

Support Call Severity 4

All questions and requests for information on the use or implementation of Services.

2.4. Target Response Times

⁴ SUPPORT CALL SEVERITY MATRIX

CUSTOMER SUPPORT CALL	SEVERITY	INITIAL RESPONSE TARGET	UPDATE FREQUENCY	WORKAROUND TARGET	RESOLUTION TARGET
Customer has fulfilled Customer Responsibilities	1	1 hour*	4 hours or Customer initiated	2nd business day	Next Maintenance Release
	2	2 hours*	Every 2 calendar days or Customer initiated	10 calendar days	Future Maintenance Release
	3	Within same business day**	Every 2 business days	Determined on a case-by-case basis	Future Maintenance or General Availability (GA) Release or at the discretion of Glance
	4		Not applicable		

*These time frames are within standard support hours as defined in section 1.0 above.

Support Call Severity Matrix Definitions:

Customer Responsibilities

Customer is responsible for maintaining access to the Internet, respecting DNS time-to-live parameters and ensuring its users are properly provisioned to access the service.

Initial Response Target

Initial response is the elapsed time between the receipt of a support call and the target time within which Glance begins support as verified by a verbal or written confirmation to Customer.

Update Frequency

Update frequency is the frequency with which Glance customer support provides case status to clients. Periodicity may be extended by mutual agreement between Customer and Glance. Where two or more customers are experiencing similar Severity 1 or Severity 2 issues, Customer may be invited, at Glance's discretion, to join a multi-customer bridge line established by Glance to communicate updates to multiple customers in a scalable manner. If a bridge line is not established, Glance may provide email and/or telephone updates to Customer regarding its progress toward resolution of the issue at regular intervals, according to its corresponding update frequency, until a resolution or work-around has been provided.

Workaround Target

A workaround provides relief from the non-conforming product behavior. Relief may take the form of an alternate usage, a system configuration change, a patch and/or design approach, or information in the case of an information request.

Maintenance Release

Maintenance releases are product releases containing corrections for non-conforming product behavior. Releases may or may not contain new functionality.

General Availability (GA) Release

Enhancement releases contain both bug fixes and new functionality. Glance determines which enhancement suggestions to fulfill in its sole discretion.



2.5 Changes to Standard Support Plan. Glance may modify the Standard Support Plan from time to time, provided the level of service under the plan will not materially decrease during a subscription term.