Rise Analytics SaaS Premium Product Support Guidelines

1. DEFINITIONS

"Rise Analytics SaaS Products" refers to the Rise Analytics data analytics products that are delivered through the Rise Analytics managed cloud environment such as M360 Cloud Edition (M360 CE), Data Store, Data Warehouse, Data Lake, and Predictive Analytics cloud-based services.

"Ancillary System" is a system external to the Core Processor System that Customer uses to run its operations.

"Core Processor System" is a system that processes daily transactions and posts updates to accounts and other financial records. Core systems typically include deposit, loan, and credit processing capabilities, with interfaces to general ledger systems and reporting tools.

"Documentation" means any specifications, user guides, and/or technical documents accessible through the Rise Analytics SaaS Service "Help" system.

"Incident" means a reproducible error or problem that prevents Rise Analytics SaaS Service from operating in accordance with its Documentation and the Rise Analytics and/or Trellance SaaS contractual agreement.

"**Product Support Team"** is comprised of Rise Analytics employees who provide responses and resolutions to Incidents.

"Production" means the "live" Service environment where Rise Analytics SaaS is available to Customer.

"Services" is the provision of Rise Analytics SaaS and the support services under this Support Policy. "Premium Support is only available to Rise Analytics SaaS customers who have contracted with Rise Analytics and/or Trellance to receive premium support services and who are current in their payments for these services.

"Support Contact(s)" is Customer's technical employee(s) who will serve as the Product Support Team's primary contact(s).

"Workaround" is a series of instructions, procedural steps, or usage clarifications to avoid an error or circumvent its effects. A workaround does not involve issuance of new programming code.

2. RISE ANALYTICS SAAS SUPPORT

2.1. PREMIUM SUPPORT

i. **Engaging Product Support** – Product Support may be engaged through the [Rise Analytics portal](#) and selecting "Request for Support" and "Create a Case" to submit a support case.

ii. **Support Hours are defined as follows:**
- **Business Hours** 2:00 AM – 8:00 PM Monday – Friday
- **Business After Hours** are weekday evenings after 8:00 PM until midnight Eastern.
- **Non-Business Hours** are weekends and recognized holidays.

iii. **Rise Analytics Premium SaaS Product support** includes only Business Hours as defined above.

2.2. **AFTER HOURS SUPPORT**

i. Rise Analytics standard support terms do not include support during Business After Hours and/or Non-Business Hours, however if required and agreed with the Customer, Rise Analytics will work with Customer on an as needed and requested basis to offer "on-call" support.

ii. Requests for Support assistance during Business After Hours and/or Non-Business Hours are initiated through Product Support.

iii. Minimum three (3) Business Days' notice is required.

iv. Requests will be billed at Rise Analytics' standard professional service rate, minimum of four (4) hours.

Premium Support includes an unlimited number of cases.

2.3. **Severity Level Descriptions**

Severity Level	Description
Urgent	System down/Services unavailable condition that severely impacts the Production environment involving: • Services outage or failure that severely impacts Customer's business operations. • Widespread unavailability of business-critical features or functions of the Services that causes major disruption to Customer's ongoing business operations. • Serious performance degradation that significantly impacts a large group of Customer's end users. • An issue for which there is no immediate Workaround available.
High	A high impact business condition where: • Services are available but functionality is significantly restricted causing disruption to Customer's normal business operations. • Rise Analytics SaaS is not working, negatively impacting Customer's business productivity. • There is no Workaround available.
Normal	Rise Analytics SaaS is generally usable, but there is an issue causing minor operational challenge(s). Issues may be isolated to specific end users and may have little impact on the availability/functionality of the Services.
Low	A minor defect that has no impact on the Services or a general inquiry on the functionality of the Services, including "how to" or informational queries.

2.4. Response Guidelines

Rise Analytics Response Guidelines				
Severity Level	**Urgent**	**High**	**Normal**	**Low**
Response Time – Business Hours	2 Hours	4 Hours	12 Hours	48 Hours
Response Time – Business After Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day
Response Time – Non-Business Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day

Customer Response Guidelines	
Pending Customer Default time until ticket closes while waiting for response from Customer or Customer's vendor. Guideline may be extended for a case when requested.	10 Business Days
Closed Pending Default time until ticket closes after Rise Analytics believes that the case has been solved and that Customer's validation is appropriate.	5 Business Days

3. SAAS SERVICE UPTIME SLA

3.1. Rise Analytics shall use commercially reasonable efforts to achieve a Service Uptime for SaaS of 99.5% in each calendar month. If it is not, Customer may be eligible to receive the Service Availability Credits described below.

3.2. The SLA provision herein becomes effective at the conclusion of the Implementation (the "SLA Effective Date"). The anticipated availability for the SaaS is 24/7/365.

3.3. Definitions:

i. **"Business Days"** are listed in table 2.1.i

   i. Uptime and Downtime are only measured on Business Days.

ii. **"Service Uptime"** means the total number of minutes in the calendar month minus the total number of minutes of Downtime in the calendar month, divided by the total number of minutes in the calendar month.

   i. Any loss of Service Uptime less than five (5) minutes in duration will not be included in the calculation of Service Uptime.

   ii. Any loss of Service Uptime less than five (5) minutes in duration will additionally not exceed more than five (5) occurrences per calendar month.

iii. **"Downtime"** means the total number of minutes in the calendar month that the SaaS Service is unavailable to Customer for use, excluding Scheduled Downtime, Emergency or Unplanned Downtime, and Exclusions.

i. The SaaS Service is considered unavailable to Customer if Customer is unable to access to SaaS Service platform.

iv. **"Emergency Downtime"** means those times where Rise Analytics may need to perform emergency maintenance, including security patch installation and any replacement that results in Downtime. Emergency Downtime is not considered Downtime for purposes of this SaaS Uptime SLA and will not be counted towards any Downtime periods.

v. **"Scheduled Downtime"** means those times that Rise Analytics performs scheduled maintenance to maintain performance of the SaaS Service in accordance with its maintenance windows. This maintenance may require that the Service or certain elements of the Services be suspended during the maintenance period. Scheduled Downtime is not considered Downtime and will not be deducted in calculating Service Uptime.

vi. **"Service Uptime Credit"** means the credit that may be provided for failure to achieve the Service Uptime SLA, as calculated according to the schedule below:

SERVICE UPTIME	Amount of credit as a percentage of Monthly Service and Premium Support fees for affected Service
99.5% - 98.50%	5% credited
98.49% to 97.50%	10% credited
97.49% to 95.50%	15% credited
95.49% or below	20% credited

3.4. **Customer Must Request Service Credit -** To request a Service Uptime Credit, Customer must:

i. (a) not be in breach of any of its obligations to Rise Analytics

ii. (b) open a technical support ticket by accessing ticket portal reporting an apparent Service interruption within twenty-four (24) hours of the event, detailing the date and specific start time of the Service interruption.

iii. (c) open a technical support ticket by accessing ticket portal to request a Service Uptime Credit in the calendar month immediately following the month for which Customer is requesting a Service Uptime Credit. Service Uptime Credit requests must include Customer's name or account number and the dates and specific times for which Customer is requesting Service Uptime Credits.

3.5. **Maximum Service Credit.** The aggregate maximum Service Credit that Customer may claim for all Downtime that occur in a single calendar month shall not exceed twenty percent (20%) of the total SaaS Monthly Service and Premium Support Fees. Service Credits may not be exchanged for, or converted to, monetary compensation.

3.6. **Exclusions.** The SaaS Uptime SLA does not apply to any performance issues: (i) caused by factors outside of Rise Analytics' reasonable control, including, without limitation, denial of service or similar attacks, mail bombs, DNS resolution, Internet availability unavailability of the Azure platform, IP transit provider issues, SYN attacks, and other similar events or any force majeure event; (ii) caused by Customer's equipment, Internet availability from Customer's own internet service provider, bandwidth restrictions, or portion of the network; (iii) that resulted from any actions or inactions of Customer; or (iv) that resulted from any actions or inactions of any third parties or from third-party equipment not within Rise Analytics' primary control. If a performance issue from subsection (i) or (iv) lasts for five (5) Business Days or longer, it shall be considered Downtime starting after the fifth (5th) Business Day. This SaaS SLA is Customer's sole and exclusive remedy for any failure by Rise Analytics to provide the Services as a result of Downtime.

4. SOURCE DATA SYSTEM UPGRADES

4.1. **Core Processor System and Ancillary Systems Software Version –** The Rise Analytics SaaS Service is enhanced, as needed, to stay up to date with the latest version of the Rise Analytics SaaS supported Core Processing Systems and Ancillary Systems.

4.2. **Core Processor System or Ancillary System Software Upgrade Notices** – Customer agrees to notify Rise Analytics at least twenty (20) days in advance of a software upgrade from a data source vendor connected to Customer's Rise Analytics SaaS installation. Customer will open a support ticket with Rise Analytics and provide all available information about the upgrade.

4.3. **Core Processor System or Ancillary System Software Upgrade** - Core and Ancillary System software upgrades have the potential to disrupt Rise Analytics SaaS operations. Customer agrees to (i) provide notice to Rise Analytics as required in section 2 and (ii) collaborate with Rise Analytics on planning, preparing, and scheduling the upgrade. Failure to provide notice and/or joint planning may result in Rise Analytics SaaS downtime. Rise Analytics is not responsible for downtime, disruption, or degradation of the Rise Analytics SaaS Services due to lack of notification or upgrade planning. Recovery efforts of Rise Analytics SaaS will be billed to the Customer at our standard hourly rate.

5. CUSTOMER RESPONSIBILITIES

5.1. Customer is not permitted to make any changes to the Rise Analytics SaaS Services.

5.2. To receive Product Support, requests must contain all pertinent information and identify a Customer Support Contact familiar with Customer's environment and/or the Incident to be solved. Customer must make commercially reasonable efforts to communicate and cooperate with Rise Analytics to verify the existence of the Incident and provide information about the conditions under which the Incident may be duplicated.

5.3. For Urgent Severity Incidents, Customer's Support Contact(s) must be available via telephone and/or online to provide Rise Analytics with relevant requested information, data gathering, and testing necessary to bring the Incident to resolution.

5.4. Customer must notify Rise Analytics Support whenever there are Support Contact changes by logging a ticket with Rise Analytics Product Support.

5.5. Availability and accuracy of data is required to ensure the data models refresh, and any failure to do so can lead to billable events to Customer. Examples of job failures that are billable support events are listed below and will be billed at Rise Analytics' standard hourly professional service rate. This list is not intended to be all-inclusive.

Job Failure Categories	Work Type
Incorrect File Format	Invoiceable
Corrupt/Bad data source or file – If the format is correct, but the data is incorrect or corrupted, the data will be loaded. Remediation of Corrupt/Bad data requires manual effort. Additional Resolution Names Used in Intacct: - Data Issue Customer/Vendor - Primary Key Violation Customer - Data Reload – Customer	Invoiceable

Missing Source File - The pipeline is triggered when a file is received via SFTP. If the missing file is later provided but does not load in the correct order, manual effort to remediate the data in Snowflake may be required.	Invoiceable
Source Data not Refreshed - Direct Connect clients (DNA, Prologue, MortgageBot, etc.) must be refreshed daily and if not, manual remediation of any data loaded out of order may be required. (Similar to Missing Source File.)	Invoiceable
Source Connection Failure - Direct Connect clients (DNA, Prologue, MortgageBot, etc.) must be refreshed daily and if not, manual remediation of any data loaded out of order may be required. (Similar to Missing Source File.)	Invoiceable
Source System Upgrade – Effort related to impact that Rise Analytics was aware of under Section 4.2 and had committed to support shall be considered in scope of the Customer's agreement, otherwise effort will be out of scope and Invoiceable. Additional Resolution Names Used in Intacct: - Source System Upgrade/Release - Unscheduled	Invoiceable
Migration or changes to existing data source or file connections – Effort related to impact that Rise Analytics was aware of and had committed to support shall be considered in scope of the Customer's agreement, otherwise the effort is out of scope and invoiceable. Note that this may also result in Missing Source File situations. Additional Resolution Names Used in Intacct: - Change in existing data source or file connection	Invoiceable

General Billable Operational Support - For tasks that are individual requests that are not within scope of standard support such as product training, research for Customer-related questions where the product is working within design, etc., Additional Resolution Names Used in Intacct:
 	
   -    Customer Requested Research
   -    Training - Customer Requested
   -    Admin Task done on Customer's Behalf
	Invoiceable

5.6. For the avoidance of doubt, if there is an issue that is caused which is outside of the control of Rise Analytics, the remediation is generally billable/invoiceable unless an exception is noted in the Master Service Agreement or related Addendum(s).

6. ADDITIONAL PRODUCT SUPPORT TERMS

6.1. Rise Analytics shall not be obligated to provide technical support for:

i.   Any third-party software not provided by Rise Analytics or Trellance,

ii.   Rise Analytics SaaS Service that is not used by Customer in accordance with the Documentation, or

iii. Configuration modifications to Rise Analytics SaaS customer-generated scripts, custom reports, or other content.

6.2 Customer is only eligible to receive product support if Customer is current on all applicable fees and charges due and payable to Rise Analytics and/or Trellance and is otherwise not in breach of Customer's applicable contractual obligations to Rise Analytics and/or Trellance.

6.3 Rise Analytics will use commercially reasonable efforts to meet the Response Guidelines but will have no liability for failure to do so.

6.4 Customer's Support Contacts must be fully trained in the use of Rise Analytics SaaS.

6.5 Rise Analytics may use resolutions discovered while providing support services to Customer to provide similar services to other Rise Analytics SaaS customers. Customer's confidential information will not be shared.

6.6 Rise Analytics reserves the right to revise these Product Support guidelines from time to time.

7. RISE ANALYTICS SAAS SERVICES MAINTENANCE WINDOWS

7.1. This document contains the supplementary provisions on maintenance windows for the Rise Analytics SaaS products and services provided by Rise Analytics.

i. **"Scheduled Maintenance"** is when Rise Analytics deploys releases or makes changes impacting the security, availability, and performance of the systems and services supporting the Rise Analytics SaaS Service.

ii. **"Emergency or Unplanned Maintenance"** is reserved for those infrequent, unique instances where the stability or security of the environment is at risk and immediate action is required. These maintenance events may occur at any time, and actions performed by Rise Analytics during an Emergency Maintenance window will be limited to those actions necessary to fully restore service.

7.2. Rise Analytics SaaS Service Alert Policy

i. Scheduled Maintenance Alerts
   • Customers may be notified by email and/or a User Portal status message.
   • If maintenance is necessary during the Scheduled Maintenance windows, Rise Analytics will notify Customer a minimum of forty-eight (48) hours in advance and both before and after maintenance occurs.
   • If an Issue occurs during the Scheduled Maintenance window, the Rise Analytics operations team will notify Customer within that window.

ii. Emergency or Unplanned Maintenance Alerts
   • In the event an Emergency or Unplanned Maintenance is necessary and is outside of a
     Scheduled Maintenance window, Rise Analytics will attempt to give the Customer as much notice as reasonably possible given the relevant circumstances; however, Rise Analytics reserves the right to deploy necessary changes without prior notification.
   • If an Issue occurs during the Emergency or Unplanned Maintenance window, the Rise Analytics operations team will notify Customer within that window.

iii. Scheduled Maintenance Window

Days	Windows (EST Time Zone)
Wednesday	9:00PM – 12:00AM
Friday	5:00AM – 8:00AM
Sunday	8:00AM – 12:00PM

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