

### SUBSCRIPTION SERVICE GUIDE – SERVICEWATCH

Capitalized terms not defined herein shall have the meaning set forth in the ordering agreement between Customer and ServiceNow. In the event that there is a conflict in terms between this Subscription Service Guide – ServiceWatch and the terms in Customer's agreement with ServiceNow, the terms herein shall control with respect to ServiceWatch.

1. **AVAILABILITY.** ServiceNow shall use reasonable efforts to provide an Availability Service Level Objective of 99.5% in any calendar month. There is no service credit offered for a failure to meet this Availability Service Level Objective. “**Availability Service Level Objective**” means the percentage of total time during which Customer's production instances of ServiceWatch are Available during a calendar month, excluding Excused Downtime. “**Available**” means that the Subscription Service can be accessed by Customer or ServiceNow.

2. **REPORT.** Customer may request the service level objective attainment report for ServiceNow's performance achieved for the previous month by opening a support ticket on <http://support.neebula.com>.

3. **SERVICES.**

Category	Attribute
Support	<ul style="list-style-type: none"> <li>24x7x365</li> <li>Web &amp; phone</li> <li>Emergency bug escalation</li> <li>Case management (Monday-Friday, excluding holidays; 09:00-17:00 Eastern Time)</li> </ul>
Number of calls and emails	<ul style="list-style-type: none"> <li>Unlimited</li> </ul>
Target response time (severity 1 incidents)	<ul style="list-style-type: none"> <li>4 business hours (local time)</li> </ul>
Target response time (all other incidents)	<ul style="list-style-type: none"> <li>1 business day (local time)</li> </ul>
Environmental and performance health check	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>

4. **SEVERITY CLASSIFICATION.**

(a) Target response times are based on a severity classification system which defines three levels: Severity 1, High, and Low.

Severity	Description	Target response time	Escalation
Severity 1	<ul style="list-style-type: none"> <li>Application is not Available</li> <li>Access significantly impaired for a majority of users</li> </ul>	4 business hours (local time)	Immediate escalation to the Support Center Manager
High	<ul style="list-style-type: none"> <li>Impact to Customer's use of the application</li> <li>Impact to normal operations</li> </ul>	Within 1 business day (local time)	Automatic escalation to ServiceWatch Operations Center Manager if issue is not resolved within 3 business days
Low	<ul style="list-style-type: none"> <li>Requests for information, enhancement or change</li> </ul>	Within 1 business day (local time)	Not applicable

5. MAINTENANCE SUPPORT. ServiceNow may at its discretion provide Customer access to patches, maintenance, enhancements, and version releases.

(a) Releases

(i) Enhancement release - contains application enhancement and bug fixes, without changing overall functionality.

(ii) Maintenance release - contains a combination of patches gathered over a period of time and distributed as a service pack.

(iii) Patch release – contains a fix to a certain bug within the application.

(iv) Version release – contains changes in the features and functionality in the application.

(b) Timing. Enhancement, maintenance, and patch releases are made during standard maintenance windows. Customer will be notified by email but the timing of each such release is made solely by ServiceNow.

(c) SaaS deployments - For Version releases, a mutually convenient time will be agreed upon with Customer, but all such releases need to be deployed in Customer environment within 90 days of the Version release date.

(d) On-Premise deployments – Customer has the obligation to install the release within its data center. Assistance from ServiceNow is available under a separate professional services engagement.

6. PROCESS. ServiceNow encourages that Customer resources using and administering ServiceWatch be technically qualified and trained on the application. Service support is provided through the ServiceWatch Operations Center, including application related Q&A, issue analysis and resolution, bug fix support, and upgrade planning support. A service support knowledge base is also available to registered customers at <http://forum.neebula.com/>. Customers can use this forum to submit questions and receive timely responses, as well as view a historical repository of previously asked questions and associated responses. The ServiceWatch Operations Center can be contacted via the following options:

24x7 SOC number	1-855-MAP-IT-11 (1-855- 627-4811); Option 1
E-mail	<a href="mailto:support@neebula.com">support@neebula.com</a>
Hours	24 hours per day, 7 days per week

While issues can be communicated via e-mail and phone, ServiceNow requires that all “critical” incidents be communicated via phone or through logging a trouble ticket at <http://support.neebula.com>. Issues must be submitted by authorized and registered Customer staff.