Trackmedium Subscription Support Policy

This Trackmedium Subscription Support Policy (the "**Support Policy**") describes the technical support and maintenance services (the "**Support Services**") that Trackmedium, LLC ("**Trackmedium**") will provide for the Products. This Support Policy is incorporated into the Agreement (as defined in the Trackmedium Master Subscription Agreement (the "**MSA**")) between Trackmedium and Subscriber by reference and forms part of the Agreement. Trackmedium and Subscriber are each a "**Party**" and collectively, the "**Parties**".

If there is any conflict or inconsistency between the Agreement and this Support Policy with respect to Support Services, this Support Policy will control, unless an Order Form or Statement of Work expressly supersedes a specific section of this Support Policy.

Effective Date of this version: February 25, 2026.

Trackmedium will provide Support Services during the Subscription Term in accordance with this Support Policy and the applicable Order Form. The Order Form will indicate the Support Plan Subscriber is entitled to receive. If an Order Form does not specify a Support Plan, Subscriber will be deemed enrolled in the Basic Support Plan by default. Support Services are provided only for Subscriber accounts with an active subscription and a Support Plan specified in, or deemed applicable under, the applicable Order Form.

Capitalized terms used but not defined in this Support Policy have the meanings set forth in the Agreement. In addition, the following definitions apply.

Definitions

- "**Error**" means a verifiable and reproducible failure of any of the Products to conform in all material respects to the applicable Documentation.
- "**Error Correction**" means a modification, addition, or change to the Products designed to correct an Error and bring the Products into substantial conformity with the Documentation.
- "**Major Release**" means a generally available release that includes material changes to functionality, user workflows, or system behavior, and may require advance notice as described in Section 4.
- "**Minor Release**" means a generally available maintenance release that primarily includes bug fixes, Error Corrections, and minor improvements.
- "**Named Support Coordinator**" means a Trackmedium support representative that monitors Subscriber's open Support Tickets and provides notifications and updates about Patches and fixes relevant to Subscriber's Products.
- "**Patch**" means a targeted change to code intended to correct an Error, which may be delivered within or outside a Release.
- "**Update(s)**" means any generally available release, patch, hotfix, or other modification made available by Trackmedium for the Products, including Major Releases, Minor Releases, Patches, and Error Corrections.
- "**Release(s)**" means a subsequent Major Release or Minor Release of the Products that Trackmedium generally makes available to its current Subscribers.
- "**Support Portal**" means the online password-protected web portal (located within the Administration Center of Trackmedium) providing Support Ticket creation and status updates to Subscribers.

Proprietary to Trackmedium, LLC

Trackmedium Subscription Support Policy

- "**Support Ticket**" means a single, reproducible issue or reproducible problem with the operation of the Products as classified pursuant to Section 1.2 below.
- "**Supported Contact(s)**" means the contact(s) identified by the Subscriber to be its authorized representative(s) who will collaborate directly with Trackmedium's support staff.
- "**Temporary Fix**" means an interim change, which may include a configuration change or a limited code change, intended to provide Relief until a Patch or Release is delivered.
- "**Workaround**" means a configuration change or documented process to avoid the practical adverse effect of an Error without modifying code.
- "**Relief**" means restoration of service availability or material reduction of business impact through one or more of the following: (a) a Workaround, (b) a Temporary Fix, (c) an Error Correction delivered via a Patch or Release, or (d) other mitigation provided by Trackmedium that allows Subscriber to continue operations in a commercially reasonable manner.
- **"Trackmedium Observed Holidays"** means the following holidays for purposes of the Basic Support Plan: New Year's Day; Martin Luther King Jr. Day; Washington's Birthday (Presidents Day); Memorial Day; Juneteenth National Independence Day; Independence Day; Labor Day; Columbus Day (or Indigenous Peoples Day); Veterans Day; Thanksgiving Day; and Christmas Day, in each case as observed in the United States (including the federally observed weekday when a holiday falls on a weekend). Trackmedium Observed Holidays also include the day after Thanksgiving, Christmas Eve, and New Year's Eve.

1. Subscription Support Plans

1.1 Available Support Plans. Subscriber can choose from two Support Plans based on their needs:

Support Plan	Basic	Premium
Support Hours ("Business Hours")	8 AM – 5 PM*	24 X 7
Days of Operation ("Business Days")	Monday – Friday (excluding Trackmedium Observed Holidays) *	365 days
Access to New Releases	Yes	Yes
Named Support Coordinator	No	Yes
Number of Supported Contact(s) (Personnel who can contact support from Subscriber's side)	Up to 2	Up to 5
Email Support	Yes	Yes
Online Support Ticket Creation	Yes	Yes
Initial Response Time	Based on Severity Level (see table in 2.1)	Based on Severity Level (see table in 2.1)

* For the Basic Support Plan, Business Hours are based on the time zone selected by Subscriber. Business Days exclude Trackmedium Observed Holidays.

Proprietary to Trackmedium, LLC

1.2 Severity Levels. Subscriber might be given the ability to initially select a Severity Level when first creating the Support Ticket, but Trackmedium will revise that Severity Level in its reasonable discretion in accordance with the below table:

Fatal	Product is down or unavailable; persistent issue affecting all Authorized Users or causing production interruption to the business; with no Workaround available.
High	Major functionality is impacted, or significant performance degradation is experienced. Issue is persistent and affects many Authorized Users and/or a major functionality. No reasonable Workaround available.
Medium	Performance issue or bug affecting some Authorized Users; only moderate impact to the business. Includes unresolved Fatal or High issues where a Workaround has been provided.
Low	General inquiry or request with minimal business impact, including requests for Documentation and clarification on standard application capabilities, or minor issues affecting limited use. Low does not include requests for configuration, training, implementation assistance, custom development, or enhancements, which are out of scope and handled under Section 1.4.

1.3 Support Tickets Reporting. Support Tickets must be reported to Trackmedium via the Support Portal. If the Support Portal is not accessible for any reason, Support Tickets can be sent to the dedicated Support email address: support@trackmedium.com.

1.4 Out-of-scope Services. Consulting Services are out-of-scope. If Subscriber requires services not included in this Support Policy, such as technical account management, configuration, training, or installation, such services shall be provided pursuant to a separately signed Statement of Work, Work Order, or Order Form. Also, if Trackmedium determines that a reported issue is not an actual Error but rather a lack of desired features or a request for an enhancement to the Products, the request will be redirected to the appropriate Trackmedium team and, if necessary, an appropriate SOW or other contractual document will be generated upon mutual agreement by the Parties. Trackmedium may reclassify a Support Ticket as out of scope if investigation shows the request is primarily for consulting, configuration, training, implementation, custom development, or enhancement work.

2. Response Times and Escalation

2.1 Response Times and Target Resolution. Trackmedium will respond to a Support Ticket within the applicable maximum initial response time(s) set forth below. In addition, Trackmedium will use commercially reasonable efforts to provide a resolution consistent with the target timeframes below. Target timeframes are estimates and may vary based on complexity, dependencies, and third-party factors.

Initial Response		
Support Plan	Basic (Business Hours)	Premium (Clock hours)
Fatal	Within 4 Hours	Within 2 Hours
High	Within 24 Hours	Within 4 Hours
Medium	Within 48 Hours	Within 16 Hours
Low	Within 72 Hours	Within 24 Hours

Proprietary to Trackmedium, LLC

Remediation	
Fatal	Continuous effort until Relief is achieved
High	7 Business Days
Medium	30 Business Days
Low	Not Applicable

2.2 Response Levels and Deliverables. Response levels are defined as follows:

Initial Response	Initial acknowledgment of a problem through an email notification that includes the Support Ticket ID, and the identity of the recipient.
Remediation	Patch, Workaround, Temporary Fix, or Minor Release.

2.3 Requests Outside Business Hours. For the Basic Support Plan, requests submitted outside Business Hours will be responded to within the applicable maximum initial response time listed in Section 2.1, calculated starting at the beginning of the next Business Day. For avoidance of doubt, requests submitted on one of the Trackmedium Observed Holidays are treated as submitted outside Business Hours and the response time begins at the start of the next Business Day.

2.4 Support Tickets Escalation. For purposes of escalation of a Support Ticket, all incoming Support Tickets are first received by a tier 1 Trackmedium support engineer who will first classify the Severity Level and escalate to a tier 2 Trackmedium support engineer if the tier 1 support engineer is unable to resolve the Support Ticket. If the tier 2 support engineer is not able to resolve the Support Ticket, the Support Ticket will then be escalated to Trackmedium support management. Support Tickets which are unable to be resolved by Trackmedium support management will then be escalated to Trackmedium Research and Development (R&D) management.

2.5 Support Ticket Resolution. A Support Ticket is resolved upon the earliest of the following: (a) the issue or problem is resolved; (b) if the issue or problem is the result of an Error and an Error Correction was delivered; (c) Trackmedium provides an alternative solution; (d) Trackmedium confirms that the issue or problem is not due to an Error or technical problem in Products; (e) Trackmedium confirms that the issue or problem is due to an interoperability issue with, or any functionality of, third-party software or services that are not included within the Products; (f) the Supported Contact requests that Trackmedium closes the Support Ticket; or (g) the Support Ticket has been left open for three (3) consecutive Business Days, during which period Trackmedium has not received a response from the Supported Contact.

2.6 Exclusions. Trackmedium does not provide Support Services in any of the following instances if the operational disruption is caused by: (a) use of Products with software or hardware (including operating system software) other than those specifically designated by Trackmedium; (b) use of Products with software or hardware that does not satisfy the minimum Product requirements as identified in the Documentation; (c) changes, modifications or alterations to Products not made by Trackmedium; (d) Subscriber's implementation, use, operation or configuration of Products other than in accordance with the Documentation and the Agreement, including any failure to implement or follow Trackmedium's instructions for implementing

Proprietary to Trackmedium, LLC

an Error Correction; (e) any action or inaction on the part of Subscriber or any Authorized User that is not in accordance with this Agreement and the Documentation; (f) connectivity or performance degradation caused by Subscriber's internet service provider; (g) any issue or problem that Trackmedium determines is not due to an Error in Products, including issues or problems caused by third-party products used in conjunction with Products (including Microsoft, Google and the providers of various internet browsers) or issues or problems caused by Subscriber's computer hardware, software or telecommunications equipment; (h) any other circumstances beyond Trackmedium's reasonable control, including, for example, a Force Majeure Event; or (i) permitted suspensions under the Agreement; or (j) Subscriber is using a version that is more than one generally available Major Release behind the then-current release, or Subscriber has requested or required Trackmedium to defer a Major Release, and the reported issue is reasonably attributable to the deferred or outdated version. Downtime for planned or emergency maintenance is not considered a Support Ticket.

3. Term and Termination

The Support Services term shall be coextensive with the Subscription Term. The Support Services term shall automatically renew and be extended upon its expiration (regardless of whether previously renewed or extended), for a period of the same duration as the prior term on the applicable Order Form unless the Agreement is terminated by either Party pursuant to the termination terms in the Agreement or either Party provides written notice of non-renewal to the other Party as specified in the Order Form or the Agreement. If Subscriber does not pay applicable subscription or Support Plan fees when due, Support Services may be suspended or lapse in accordance with the Agreement.

4. Updates and Releases

Trackmedium may make Updates available periodically depending on feedback from Subscribers and technological advancements, when available and at its discretion. Trackmedium is under no obligation to release any Updates or to develop any future functionality or enhancements. Updates will be made available to Subscriber as and when they are made generally available to Trackmedium’s Subscribers, unless otherwise specified in an Order Form, Work Order, or the Agreement.

Trackmedium provides the Products as a cloud-hosted service. Minor Releases, Patches, and other Error Corrections may be implemented as they become generally available, including through scheduled maintenance windows. For Major Releases or other Updates that materially affect functionality or Subscriber’s use of the Products, Trackmedium will provide advance notice and release notes. Unless otherwise specified in an Order Form, such notice will be provided at least ten (10) days prior to implementation.

5. Subscriber Obligations

5.1 Support Conditions. Subscriber must contact Trackmedium for all Support Services. Trackmedium must be able to reproduce Errors in order to resolve them. Subscriber shall: (a) not permit or authorize anyone other than Trackmedium to provide Support Services; (b) cooperate fully with Trackmedium in the diagnosis, analysis and resolution of any Support Ticket, including, if agreed by the Parties on a case-by-case basis, by providing Trackmedium with temporary access to Subscriber's instance of the Product for such purposes; and (c) make reasonable efforts to resolve an issue before reporting it to Trackmedium (for example, by eliminating the possibility of issues in Subscriber's internet connectivity or referring to the documentation to look for answers to questions).

5.2 Data Confidentiality. All information provided by Subscriber or to which Trackmedium has access as part of a Support Ticket shall be subject to the applicable confidentiality provisions between the Parties. However, if Subscriber submits information to Trackmedium that Subscriber does not want Trackmedium to receive in legible or other discernable format, Subscriber is solely responsible for taking the steps it considers

Proprietary to Trackmedium, LLC

necessary to protect such information, including obfuscating data or otherwise guarding such information prior to sending it to Trackmedium.

5.3 Supported Contacts. Support Services may only be obtained by Subscriber and/or Subscriber's third-party contractor or service provider authorized by Subscriber to obtain such services on behalf of Subscriber. Trackmedium's provision of Support Services shall be provided only through a Supported Contact. Subscriber is solely responsible for communicating and updating all changes to the Supported Contact list to Trackmedium. Only a Supported Contact may report a Support Ticket.

The Supported Contact shall: (a) have the practical technical knowledge and skill required to administer the Products; Trackmedium reserves the right, at Trackmedium's sole discretion and Subscriber's expense, based on historical Support Ticket metrics, to request Supported Contacts to successfully complete the training courses specific to the Products included in Subscriber's then-current Trackmedium subscription or to pass the relevant accreditation exam(s) available for such Products; (b) serve as Subscriber's internal contact for Subscriber's Authorized Users and coordinate communications within the Subscriber environment; (c) maintain records on behalf of Subscriber for Support Services; (d) serve as the contact(s) with Trackmedium on all matters relating to Support Services; (e) be responsible for providing information and support, as requested by Trackmedium, to assist in the diagnosis, analysis and resolution of Support Tickets and shall promptly implement Error Corrections suggested or provided by Trackmedium; (f) provide direct support to Subscriber's Authorized Third-Party User(s) who have been granted the right to access and use the Products by and on behalf of Subscriber; and (g) have, maintain and create new Support Tickets. All Support Services shall be provided in the English language only.

5.4 Misuse and Excessive Use. Any misuse or Excessive Use of a Trackmedium Supported Contact's access will be considered a material breach of these terms and may result in termination of that individual as a Supported Contact, provided that Trackmedium first notifies the Subscriber's account administrator(s) via email of the Excessive Use and the Subscriber fails to remedy it within five (5) days of receiving such notice. "Excessive Use" means use that significantly exceeds, in Trackmedium's reasonable determination, the average usage of other Subscribers who have purchased comparable Subscriber Support Services.

5.5 Support Ticket Required Information. When reporting Support Tickets, Subscriber must provide Trackmedium with the information listed below:

- Subscriber's name
- Subscriber's Supported Contact name
- A detailed description of the issue
- All supporting documentation (for example, screenshots of Errors)
- All investigation steps performed
- Steps taken to resolve the issue (if applicable)

6. Support Policy Updates

Trackmedium reserves the right to update this Support Policy, including the terms and availability of the Support Plans, from time to time in its sole discretion, subject to the Agreement, by posting a revised version at https://www.trackmedium.com/legal. Unless Trackmedium states otherwise in the revised version, changes become effective ninety (90) days after the revised version is posted. Subscriber is responsible for reviewing the then-current version. Continued use of the Support Services on or after the effective date of a revised version constitutes acceptance of the revised Support Policy. Trackmedium may also provide notice of updates by email or within the Products, but posting at the link above controls for purposes of determining the effective date.

Proprietary to Trackmedium, LLC

Notwithstanding the foregoing, Trackmedium will not implement any change during Subscriber's then-current paid Support Services term that results in a materially diminished level of Support Services for the Support Plan purchased, unless such change is required by law, required for security reasons, or otherwise permitted under the Agreement.

7. Data Backup

Trackmedium maintains backups for the Trackmedium cloud-hosted environment as described in the Agreement. Liability, if any, relating to data loss, corruption, or unavailability is governed exclusively by the Agreement, including its limitation of liability and disclaimer provisions. Nothing in this Support Policy expands Trackmedium’s obligations or liability beyond the Agreement.

Proprietary to Trackmedium, LLC