



## Haevek Premium Support Subscription (PS2) Description

This Haevek Premium Support Subscription Description describes the Premium Support Subscription (“PS2”) services provided by Our Haevek PS2 FTE resources. In the event of a conflict between the terms of this Haevek Premium Support Subscription Description and the terms of the Haevek End User License Agreement or other agreement with Us governing Your use of Haevek Software (the “Agreement”), the terms and conditions of this Haevek Premium Support Subscription Description apply, but only to the extent of such conflict. Capitalized terms used herein but not defined herein shall have the meanings set forth in the Agreement.

The Premium Support Subscription services provide premium support services by a team of Our Haevek PS2 FTE resources to provide assistance and guidance in the design, development and testing of Customer Application(s) and Customer Extension(s) by Your and Your Affiliates resources (if included as a party to the Agreement). “Haevek PS2 FTE” means a full-time equivalent resource for up to 160 person hours per month or 1920 person hours per year.

**1.0 PS2 Overview.** The purpose of the PS2 is to assist You in utilizing or extending Haevek Software and developing Your own applications using Haevek Software. To facilitate Your efforts, We provide the following PS2 services on Haevek Software (if subscribed in the applicable Order) to Your personnel during the Subscription Term of Haevek PS2 FTEs ordered in an applicable Order:

- a. Support and guidance on the overall Haevek Software architecture;
- b. Overall software application design, software configuration, software development, data integration, data science, software deployment, software integration, and software maintenance support on Haevek Software;
- c. Training on Haevek Software for Your named developer Users; and
- d. Help to address Your named developer Users’ development and configuration issues.

**2. PS2 Set Up.** Each Party shall complete the applicable requirements specified below.

**a. You:**

- (i) Your developers must successfully complete Our required training; and
- (ii) You must define a reasonable product specification and plan for any Customer Application or Customer Extension to be supported by Our Haevek PS2 FTE resource(s) as specified in an Order.

**b. Us:**

- (i) We will assist You in the setup of Your Deployment Environment(s); and
- (ii) We will provide access to online training resources for Your named developer Users.

**3. PS2 FTE Resources.**

- a. We will staff the PS2 with the number of Our Haevek PS2 FTE resource(s) as specified in the Order. The type of Our Haevek PS2 FTE resource may change depending on the stage of PS2

engagement and may be provided on-site or remotely. Any of Our Haevek PS2 FTE person hours in excess of the number specified in the Order are subject to the payment of additional fees.

- b. Our Haevek PS2 FTEs will provide instruction to Your named developers on the design, development, quality assurance, performance testing, maintenance/upgrade of Customer Applications and Customer Extensions developed by You. The instruction may include, but not be limited to the following:
  - a. Integrate data;
  - b. Develop application logic;
  - c. Create and extend analytics (systematic computational analysis of data or statistics);
  - d. Write application software and tests for Haevek Software Applications;
  - e. Configure machine learning algorithms and perform steps required to test and deploy machine learning algorithms; or
  - f. Manage, monitor, and operate sub-components/services of Haevek Software Application(s).
- c. You will provide a sufficient number of Your qualified personnel for the design, development, and testing of Customer Application(s) and Customer Extension(s) by You. Your personnel may include Your named developers, application developers, data scientists, data modelers, data integrators, quality assurance engineers, operations personnel, project management, project leadership personnel, subject matter experts, and IT personnel knowledgeable about the source data systems.

#### **4. Project Governance and Limitations.**

- a. We and You will participate in executive reviews and working-level meetings at a frequency identified in an Order to ensure Our Haevek PS2 FTE(s) are aligned to support Your objectives under the Order.
- b. The Parties agree the Our Haevek PS2 FTE person hours will be reasonably distributed over the applicable Subscription Term.
- c. The following professional services are outside of the scope of the services provided in by Haevek PS2 FTE(s): post-launch enhancements, customizations, and implementation services.