



Support and Maintenance Services

Support Request Procedures. Green Cloud will provide support during its normal business hours in response to telephone and email queries from Authorized Users as described in this Guide.

Incident Resolution

If an Authorized User identifies an Incident, Customer will report the Error to Green Cloud upon discovery via by telephone or email. Customer will provide all information reasonably requested by Green Cloud and will give Green Cloud assistance and co-operation to enable Green Cloud to properly perform the activities included in this Attachment.

An "Incident" is an event where the Cloud Services do not perform substantially as described in the Service Level Agreement. Green Cloud will assign a Priority and work to resolve reported Errors as follows:

- Priority 1 (Critical): An Incident that causes an emergency condition preventing access to the Cloud Services or loss of critical functions which prevent Customer from conducting any normal business operations. Green Cloud will give first priority to resolving Priority 1 issues. If Green Cloud is able to provide a workaround for a Priority 1 Incident, it may be downgraded.
- Priority 2 (High): An Incident that prevents the use of one or more functions of the Cloud Services, and significantly impacts the Customer by preventing some normal business operations.
- Priority 3 (Medium): An Incident that impacts the use of one or more functions of the Cloud Services, but does not prevent the Customer from conducting normal business operations.
- Priority 4 (Low): An Incident that does not affect a Customer's use of the Cloud Services.

Incident Response Time and Resolution Time Objectives:

Priority	Response Time Objective	Resolution Time Objective
P1 - Urgent	15 minutes	1 hour
P2 - High	30 minutes	4 hours
P3 - Medium	60 minutes	24 hours
P4 - Low	120 minutes	48 hours

Business Continuity Plan

Incidents impacting more than one Customer may invoke the Green Cloud Business Continuity Plan. Depending on the severity level, initial notification will be made via the Green Cloud public "Operational Status" web page at <http://status.grnclld.net>. Green Cloud recommends that all Customers subscribe to updates via the Operational Status web page. For more details, see "Business Continuity Plan."

Support Services Availability

Business Hours

Green Cloud Operations staffs a centralized support desk to handle all Incidents and Change Management requests during defined business hours. Business hours are currently defined as Monday through Friday, 7:00am until 9:00pm Eastern time. All Incidents, new customer provisioning, and change management requests are addressed during this time.

On-Call Hours

Outside of Business Hours, Operations is available to answer incoming telephone calls for Priority 1 (Urgent) service impacting Incidents. Lower priority incidents, unscheduled Change Management requests, and incoming email messages may be deferred until normal business hours, at Operations management's discretion.

Change Management requests may be scheduled outside of business hours at the request of the Customer, with Operations management approval, and are subject to a Change Request and/or Professional Services fee.

Support Exceptions

Green Cloud will not be responsible or liability with respect to any problems or issues arising from

- (i) unauthorized or improper use of the Cloud Services;
- (ii) modification, alteration or configuration of the Cloud Services by or for Customer that has not been authorized in writing by Green Cloud,
- (iii) hardware, software, technology or intellectual property which has not been provided by Green Cloud pursuant to this Agreement,
- (iv) communications facilities;
- (v) any breach of this Agreement by Customer, or any act or omission of any Authorized User which, if performed or omitted by Customer would be a material breach of this Agreement, and/or
- (vi) any act or omission of Customer or any Authorized User that prevents, delays, disturbs or interferes with Green Cloud's performance of its obligations hereunder.

Change Management

Customer may request from time-to-time adjustments or modifications to Cloud Services, including adds, changes, and disconnections. Depending on the category of change request, Green Cloud may assess a one-time, non-recurring Service Change Fee, or change request fee (see "Change Request Policy").

- "Simple" change requests have little to no technical or logistical complexity and typically result in no or insignificant adjustment to the services' monthly recurring charges. A simple change request does not require service re-provisioning, network redesign, or system downtime.
- "Normal" change requests have some technical and/or logistical complexity and may result in a significant adjustment to the services' monthly recurring charges. A normal change request requires either service re-provisioning, network redesign, or system downtime.
- "Complex" change requests require approval prior to completion through a written Statement of Work.