PART 1: Standard Support Policies & Procedures

Support Eligibility
To be eligible to receive support, customer must be in compliance with Software License terms and all invoices for the support period must be paid in full.

Support Process
For each customer, technical support begins once the product implementation project is complete. Any support issues that occur prior to project completion should be communicated directly to your Blackboard Analytics implementation project manager.

For our standard support program, two employees per customer will be provided access to the Blackboard Analytics web-based Support Management System. Those employees will receive a notification email with access instructions when they are activated in our support system. All support cases must be submitted electronically through our support site – cases submitted via direct emails or phone calls will not be serviced. Submitted cases should include all required information, sufficient explanation of the problem and any supporting documents. The Blackboard Analytics Support System can found at https://blackboard.secure.force.com/.

Once a support case has been submitted, it will be automatically routed to the appropriate Blackboard Analytics technical support consultant. Anytime the case is updated by a Blackboard Analytics support consultant, you will be notified by email that the case has been updated.

Definitions of Severity Levels

Severity Code 1 Issues
A severity one (1) issue is a catastrophic production problem which may severely impact the client's production systems, or in which client's production systems are down or not functioning; loss of production data and no procedural work around exists. Response time for Severity Code one is within one (1) hour.

Examples include:
- SQL or OLAP database corruption or service failure (crashing)
- DW Load Failure, job did not complete – data is unavailable
- Reporting Tool unable to return data from database (note: Blackboard Analytics is not responsible for issues related to third party reporting tools obtained from other vendors)

When a Severity 1 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures. Note: Severity Code 1 is not used for Test Environments

Severity Code 2 Issues
A severity two (2) issue is a problem where the client's system is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of the client's business operations and
productivity. The system is exposed to potential loss or interruption of service. Response time for Severity Code one is within two (2) hours.

Examples include:

- DW Load Failure, job did not complete – data from prior day load is still available
- Load Status Report critical errors (not caused by invalid source data)
  - Complete Extract failure
  - SQL Server errors
  - OLAP reprocessing failure
- Excessively abnormal load runtimes
- Excessively abnormal reporting tool or DW performance issue
- HEAdmin website not functional

When a Severity 2 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.

**Severity Code 3 Issues**

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss. The situation impairs some operations, but allows the client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client’s operation and issues in which there is an easy circumvention or avoidance by the end user. This includes documentation errors. Response time for Severity Code 3 is within one (1) business day.

Examples include:

- Load Status Report errors (not caused by invalid source data)
  - Partial Extract failure
  - Duplicates or missing values found in fact or dimension load
  - Fact-dim mismatches in fact load
- Data reconciliation issues between DW and ERP system
- Issues related to inability to integrate client’s customization development and deployment
  (note: Blackboard Analytics is not responsible for accuracy or error resolution due to customization)
- Issues related to DW upgrades

**Severity Code 4 Issues**

Severity Code 4 implies that the Software is operating normally but you may be in need of instructional assistance or you are requesting functionality that is not currently included in the Software. Response time for Severity Code 4 is within one (1) business day.

Note: Severity Code 1, 2, and 3 will take priority over Severity Code 4 cases.
PART 2: Non-Standard Support: Institutional Personalization, Enhancement, and Customization Support

Issues Requiring Institutional Diagnosis or Existing Customization Support

Issues for which origination or resolution may involve diagnosis related to integration, client-specific installation, or related to existing customization, shall be immediately escalated to SME specialists for diagnosis and resolution.

Documentation and Knowledge Support

Documentation and knowledge support will be provided, enhanced, or generated as needed or by request, for existing functionality including existing customization.

- Documentation update/maintenance

Proactive Monitoring and Outreach

As requested and available (to Intelligence Managed Hosting clients only), ETL monitoring established for proactive issue identification and 24 hour-outreach:

- ETL Monitoring, Issues and Updates (as needed)

Product Updates, Maintenance, and Hotfix Application

Clients are highly encouraged to always use the latest version of the product, which contains the newest features, and bug fixes, as well as productivity and security improvements. Support will be provided for installing product updates (upon request); maintaining existing enhancements; and performing other technical maintenance tasks, including:

- Configuration changes due to change in SIS data (as required)
- Hot Fix Identification Methodology (quarterly)
- Application of Hot Fixes (quarterly)

Following the release of a product update, clients may request installation packages or assistance with technical installation, by submitting a support case. A Blackboard Analytics technical support consultant will be assigned to coordinate work with client. This work will be scheduled according to resource availability, and updates will be provided through the support case. As part of the installation of a product update, additional optional implementation services may be available for training and custom reporting services.

Adoption and Strategic Alignment Workshops

Clients may initiate workshop services in support of institutional functionality adoption and strategic alignment of technology to institutional need. Services include the following:

Quarterly:

- Remote Planning Session
- Identification of Gaps
- Data Integrity Issues
- Functional Training and Pyramid Report Development
Note, all workshops indicated may also be performed onsite, at client’s travel expense.

Case Resolution
After the initial response to your support request for non-standard support issues identified in this Part 2, Support will respond to subsequent requests within one (1) business day of:

- Case creation.
- Email replies to support@blackboard.com emails concerning your case.
- Notes added to cases using web-based self-service.
- Voicemails or messages left with licensee’s service reps.

Targeted Response Times
- One (1) subsequent business day for issues with a response followed by a commercially reasonable effort until resolution is reached for all non-Routine Issues (“Complex Issues”).
- Targeted response times are applicable for implementations operating in certified configurations

Initial Problem Escalation Process
As customer problem cases are submitted, they are automatically forwarded to the appropriate Blackboard Analytics Tier 1 support consultant. In most cases, the Tier 1 support consultant should be able to assist the customer in resolving the issue. Should additional resources and expertise be required, those resources will be consulted as follows:

- Tier 1 Assignment – the initially assigned Blackboard Analytics support consultant will work with user to attempt to resolve the problem.
- Tier 2 Assignment – if the Tier 1 support consultant determines that additional expertise is required or the support consultant is unable to resolve the problem within the target resolution time, the case will be escalated and additional Tier 2 resources with specialized expertise will be assigned to the case.
- Tier 3 Assignment – if the Tier 2 specialist is unable to resolve the problem within a reasonable period of time, the case will be transferred to a senior product development team member for research and resolution. Blackboard Analytics management will be automatically notified of any Tier 3 cases.

Support Hours
**Telephone Support:** Licensee is eligible to receive support in English from the Company. The Company may make support available in other languages from time to time, subject to the language capabilities of its technical staff. Licensees may request to be assigned to a Technical Support Manager who speaks their language. Where possible, the Company will attempt to provide this service. Licensees accept that this may cause some delays while an available resource in their language is located, and thus may elect to have a faster response in English.

Telephone-based support is available twenty-four (24) hours a day, seven days (7) a week, three hundred and sixty-five (365) days a year.
Web-based Self Service: Licensee is eligible submit and add notes to cases as well as access to documentation, release notes and knowledge resources.

Case Communications by Email: After a case has been created either by telephone or web-based self-service, ongoing communication may take place by email, provided the licensee does so by replying to emails coming from support@blackboard.com and does not alter the subject line.

Support Obligation Limitations
Support services are limited to the diagnosis and correction of errors and “bugs” in Blackboard Analytics Software Product. Blackboard Analytics will have no obligation to provide any support services to Customer if:

- Support service is related to the use or operation of any third party reporting tools not directly provided by Blackboard Analytics through a Software License Agreement;
- Support relates to or involves any software products, hardware products or data not provided or approved by Developer, including performance problems that cannot be specifically attributed to Software;
- Support directly relates to problems inherent with third party software licensed from other vendors;
- Support directly relates to problems associated with alterations or modifications of the Licensed Software by the User or a third party;
- Customer has not installed or used the Licensed Software in accordance with instructions provided by Developer;
- Customer has failed to replace earlier versions of the Licensed Software with a newer release or patch made available to User;
- Customer is running an older version of Licensed Software for which Developer has announced discontinuance of support for the aforementioned older version. Developer agrees to provide support for at minimum the latest commercially available version and one prior version of Licensed Software;
- A party other than Developer (or a party authorized by Developer) has serviced the Licensed Software and the Licensed Software no longer conforms to its specifications; or
- Support is not related to a problem, but instead, customer is requesting consulting, training or design advice (note: these services may be provided to customer under separate agreement);
- Customer is not in full compliance with the terms of the Software License Agreement.
**Document version control:**

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<th>Date</th>
<th>Description of changes</th>
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<td>30-Apr-2020</td>
<td>Section on “Product Updates, Maintenance, and Hotfix Application” updated to describe general process for installing product updates.</td>
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