

MAINTENANCE AND SUPPORT POLICY

This document set forth Context-Based 4 casting (CB4) Ltd. (including its affiliates, "CB4") maintenance and support policy ("Policy") with respect to the Services. The term Services mean the Services set forth in the services set forth in the applicable purchase order entered into between you and CB4 ("Quote"). This Policy is subject to the Terms of Use pertaining to the Services ("TOU") and the terms of the Quote. Any defined term not otherwise defined herein shall have the meaning ascribed to it in the TOU.

1. GENERAL

1.1 MAINTENANCE AND SUPPORT SERVICES CONSIST OF THE FOLLOWING:

- Product updates
- Bug fixes
- General maintenance releases
- Interim releases (if any)
- Documentation updates

Updates only include updates to functionalities that are within the scope of the Services. Any other future functionality not included with the scope of the Services may be subject to additional service fee payment, as determined by CB4 and agreed by you.

1.2 COMMUNICATION TOOLS TO CB4 SUPPORT TEAM INCLUDE:

Email: support@C-B4.com, FAX: +972 9 773 7615

2. SUPPORT AND MAINTENANCE OBLIGATIONS

2.1 SOFTWARE RELEASES AND VERSION

Major Release - are signified by a change in the integer part of the Version number (e.g. version 2.0 to version 3.0). These releases contain major feature enhancements including new functions, technology, and performance enhancements. New releases are delivered at CB4's discretion.

Minor Release - Minor releases are signified by a change in the second digit of the Version number (e.g. version 3.1 to version 3.2). Minor releases are delivered at CB4's discretion.

Revision – Improvements and bug fixes are signified by change to the build number following the software version number (version 4.1.23 to version 4.1.24). Bug fixes are delivered only to end users who have reported that they have encountered one of the problems addressed in the release. Maintenance releases may be grouped into Service Packs that are numbered sequentially for each release (e.g. version 4.1 Service Pack 1).

2.2 CB4 SUPPORT REPRESENTATIVES

CB4 Support Representatives (SSRs) respond to incoming emails. SSRs are responsible for:

- a) Coordinating the resolution of the problem.
- b) Verifying any reported error, as well as obtaining additional information from the end users.
- c) Communicating to the end user a resolution, or workaround, or supplying a bug fix, as appropriate.

SSRs will either be a CB4 support engineer or a support engineer by a certified partner who is assigned to provide first level support to the end user as shall be stated in the applicable purchase order.

2.3 SUPPORT LEVELS

First Level - problem is resolved by the SSR.

Second Level – if the problem is not resolved by the First Level support, then it is escalated to Second Level where the problem is reviewed by a CB4 support expert.

Third Level - problem is escalated and reviewed by CB4 R&D department.

CB4 reserves the right to assign 1st and 2nd level support to its partners in certain locations.

2.4 CASE ID

Each request that comes into the support team by the specified medium is logged and assigned a Case ID. This unique identifier enables the end user and the SSR to track a request until it is resolved.

2.5 TECHNICAL CONTACTS

For each request for support services, the end user must designate one primary and one backup employee (“**Technical Contacts**”), to serve as liaison to the SSR. The designated Technical Contact is the sole liaison between the end user and SSR.

To avoid interruption in support services, end user must notify the SSR whenever a Technical Contact's responsibilities are transferred to another individual. The end user shall ensure that each Technical Contact is trained on CB4 services.

3. INCIDENT ESCALATION PROCESS AND INCIDENT TRACKING

3.1 ASSIGNING PRIORITY

The SSR response time and the actions to resolve a problem are based upon an assessment of the impact of the problem on the end user's operations. The following table provides priority level definitions and response time targets (not commitments). Response time shall mean the time it takes the SSR to get back to the end user with the steps being taken towards resolving the problem. The more impact on operations the higher the priority as outlined below. End users need to provide input to the SSR regarding the priority of a reported problem.

Priority	Definition/Impact	Standard Response Time (not fix)
1	The problem causes a critical impact to the end user's operations and the end user's operations cannot reasonably continue.	4 business hours
2	The problem has major impact on the end-user's business, but end-user's operations may continue with certain adjustments.	16 business hours
3	The problem has minimal impact on the end-user business or the problem has no business impact.	24 hours

3.2 PROBLEM RESOLUTION

CB4 and Partner (if applicable) are only responsible for providing support for the failure of the Services to materially conform to the functional specifications as set forth in the Quote or other applicable Services' documentation. In such cases, if the end user provides the SSR with all the necessary components to replicate the problem, the SSR may attempt to resolve the problem; provided that the SSR can replicate it.

For help in gathering information and testing problems that are prioritized as Priority 1 or Priority 2, CB4 requires the end user to be available onsite during the office hours of CB4 or the Partner support center, while resolving the problem.

3.3 A nonconformity is not considered an error if it results from (a) the Services being combined or merged with, or accessed by, any program, equipment or device not supplied or specifically pre-approved in writing by CB4's authorized signatory; (b) the error is caused by End-Users' misuse or improper use of the Services; (c) if the error cannot be reproduced in an unmodified version of the Services running on the applicable platform, (d) alterations or modifications made by anyone other than CB4, (e) third party software and/or hardware, (f) to the extent applicable, End User's failure to promptly install any maintenance releases provided to you while under valid maintenance coverage.

3.4 INFORMATION END USERS NEED WHEN SUBMITTING A REQUEST VIA EMAIL OR THE WEB

Before the SSR can begin work on any request, information on the nature and location of the problem is required. The following information should be provided:

- End user identification number

- To the extent the Services are provided via a server within the customer environment, the operating system (including version) on which CB4 software's product or services are installed
- The CB4 software product or services name and version number and build number that this issue concerns
- Your network configuration and version, if applicable
- The types and versions of databases you are accessing
- Any program error messages associated with the problem (screen captures would be helpful)
- A detailed description of the problem
- Any steps you have taken in attempt to solve the problem

Note:

- When you contact a CB4 Support Center or a Partner Support Center, you will be asked whether this is a new or ongoing case. If the case is ongoing, simply provide your Case ID
- For each new support case, a Technical Contact will be verified and Case ID assigned. The Case ID should be recorded and referenced in case you want to call inquire about the status of the problem. The SSRs will ask you to provide input to prioritize your problem.

4. RESOLUTION OF SOFTWARE AND SOFTWARE BUGS

4.1 PROBLEM RESOLUTION

There are several ways a ticket may be resolved:

- The SSR is able to determine the cause of your problem and explains the necessary steps to resolve the issue.
- The SSR is unable to determine the cause and escalates the call to the second level of support.
- If the problem is determined to be a bug, the SSR will try to find a workaround. The ticket will be closed, but the "bug" report stays open until the bug is fixed and tested.
- If the problem cannot be reproduced, it will be logged and addressed when further information becomes available.

When an issue is reported, our objective is to find a satisfactory solution as soon as possible. The first step is to determine whether there are certain coding techniques or workarounds that meet your business requirement. A workaround provides a temporary solution to complete a task that would not otherwise be possible due to a problem or limitation in the software. Once a resolution has been reached and approved, the ticket will be closed.

4.2 SOFTWARE BUGS

If a reported issue has been identified by an SSR as a bug in CB4 software, CB4 Support will record it as a bug. When a reported issue requires a software fix, it is normally delivered in an Interim Release. When a release that fixes a bug that has been reported is produced, you will be notified

and given the opportunity to request that release. The timing of the releases and the incorporation of particular fixes are solely at the discretion of CB4.

5. OPTIONAL SUPPORT SERVICES

CB4 realizes that there may be instances in which the end user may require the availability of SSR resources either outside of our normal service hours or on-site at the end user location. Such support will be made available on a fee-for-service basis, provided sufficient notice is given by end user.

6. MISCELLANEOUS

CB4 reserves the right to make changes to this Policy. Therefore, always check for the latest version at <http://c-b4.com/wp-content/uploads/2017/05/TOU.pdf>