



## InQuest Global Priority Level Definitions and Target Initial Response Times

InQuest will make a reasonable effort to ensure that its support staff promptly responds to Customer calls, responds to Customer support tickets, responds to Customer questions, and resolves product issues, according to the priority definitions and target initial response times identified in the table below:

Issue Priority	Basic Description of Issue Priority	Target Initial Response Time	Additional Notes
<b>Priority 1</b> <b>URGENT</b>	<ul style="list-style-type: none"> <li>Issues where InQuest core service components are rendered inoperable.</li> <li>Customer work stoppage.</li> <li>No workaround available.</li> <li>Around-the-clock InQuest commitment to address the issue.</li> </ul>	Within 4 hours	<ul style="list-style-type: none"> <li>Issue may be submitted via phone or through the support portal, but it must be accompanied by a detailed description of the issue in a support ticket as well as the Collector &amp; Manager logs from the Manager console in order to qualify as a Priority 1.</li> <li>If Customer does not assign (or otherwise make available) an around-the-clock resource to engage with InQuest during the troubleshooting phase, the case will automatically be reclassified as a Priority 2 until such time as the necessary Customer resource will be available.</li> </ul>
<b>Priority 2</b> <b>HIGH</b>	<ul style="list-style-type: none"> <li>InQuest core components severely impaired or degraded.</li> <li>Significant impact to business operations.</li> </ul>	Within 6 InQuest local business hours	<ul style="list-style-type: none"> <li>May be submitted via phone or through the support portal.</li> <li>Support personnel are working full-time on the issue during local business hours.</li> </ul>
<b>Priority 3</b> <b>NORMAL</b>	<ul style="list-style-type: none"> <li>InQuest core components impaired but operational.</li> <li>InQuest product function not working as documented.</li> <li>Medium to low business impact.</li> <li>Workaround available.</li> </ul>	Within 1 InQuest local business day	May be submitted via phone or through the support portal.
<b>Priority 4</b> <b>LOW</b>	<ul style="list-style-type: none"> <li>Cosmetic InQuest impairment or request for a feature enhancement.</li> <li>Little or no business impact.</li> <li>No immediate resolution required.</li> <li>Request for general information or questions.</li> </ul>	Within 2 InQuest local business days	<ul style="list-style-type: none"> <li>May be submitted via phone or through the support portal.</li> <li>Feature requests</li> <li>Support portal account requests</li> <li>General questions</li> </ul>

Each customer will have input into determining the priority level of an issue, but the final determination will be made solely by the InQuest Support Team after they have been able to conduct their initial assessment of the issue.

Please note that these are non-binding service level targets, and while reasonable efforts will be made to achieve these targets, failure to do so is not considered a material breach of any agreement, nor can InQuest be held liable, financially or otherwise, on missed targets.

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