NComputing Support and Subscription (SnS) Terms and Conditions

NComputing, Inc. ("**NComputing**"), shall provide technical Support and Subscription ("**SnS**") services (collectively, the "**Services**") to the individual or entity purchasing such Services for their internal use ("**Customer**"), per the terms of these NComputing SnS Terms and Conditions (the "**Agreement**"). The Services apply solely to the Software (as defined below) and not to any hardware products, which, if applicable, are separately covered under NComputing's Limited Hardware Warranty available at www.ncomputing.com/support/documentation.

1. **DEFINITIONS.**

   a. **Documentation** means any user instructions, manuals or other materials, and on-line files regarding the use of the Software, as revised by NComputing from time to time, that are generally provided by NComputing in connection with the Software.

   b. **Effective Date** means the date specified in the Order.

   c. **Error** means a reproducible failure in the Software to materially conform to the specifications described in the applicable Documentation.

   d. **License Administrator** means the Customer employee designated on the Order as being responsible for: (a) facilitating the election, purchase, and, if applicable, renewal of the Services; (b) receiving and administering Software licenses, Major Upgrades, Minor Upgrades and Updates from NComputing; and (c) Customer's compliance with the terms and conditions of this Agreement. Customer may change its License Administrator at any time upon reasonable advance written notice to NComputing.

   e. **Modified Code** means any modification, addition and/or development of code scripts (whether created by NComputing, Customer or any third party) that deviates from the predefined product code tree(s)/module(s) developed by NComputing for production deployment and/or use, and specifically excludes (i) customizable Software options made generally available by NComputing and for which Services are available; and (ii) Major Upgrades, Minor Upgrades, and Updates.

   f. **Order** means the Customer's ordering document specifying the applicable Service Provider, the Effective Date, the Software for which the Services are requested (e.g., vSpace Server, vSpace Management Center), the Support Plan (e.g., Premium, Standard), the Services Period (e.g., 1 year), the customer License Administrator, and the customer Support Administrator.

   g. **Services Fees** means the fees for the provision of Services as set forth in a corresponding NComputing or an authorized Service Provider.

   h. **Services Period** means the Initial Services Period and any Renewal Services Period as such terms are defined in Section 6.a.

   i. **Service Provider** means the named entity (e.g., NComputing or its authorized reseller) in the NComputing entitlement confirmation e-mail that will provide Technical Support to the customer.

   j. **Service Level** means the level of service associated with the type of Support Plan ordered by the Customer, as more particularly described in Addendum A.

   k. **Software** refers to NComputing Software for which the Services are requested in an Order, and which is eligible to receive the Services as set forth in this Agreement.

   l. **Subscription Advantage** means the provision of Major Upgrades, Minor Upgrades, and Updates, if any, with respect to the Software and/or the corresponding Documentation. Versioning for Subscription Advantage is provided in the following format: **major.minor.update (x.y.z)**. More particularly:

- **Major Upgrade** means a generally available release of the Software that contains new features, enhancements and bug fixes, identified by change in the .z (major) position of the version; (**e.g., 7.1 → 8.0**).

- **Minor Upgrade** means a generally available release of the Software that introduces a limited amount of enhancements and bug fixes, identified by change in the .y (minor) position of the version (**e.g., 7.0 → 7.1**).

- **Update**, also known generally as a **Maintenance Release**, means a generally available release of the Software that typically provides maintenance corrections or minor fixes only, Identified by change in the .z (update) position of the version (**e.g., 7.0.1 → 7.0.2**).

m. **Support Administrator** means the Customer employee designated on the Order as being responsible for communicating with and engaging the Service Provider for Technical Support services.

n. **Support Plan** means the specific Services offering that was specified in the Order (e.g., Premium SnS, Standard SnS).

o. **Technical Support** means the provision of technical assistance by the Service Provider to the Support Administrator(s) with respect to installation, analysis of problem reports, and Errors, in accordance with the Support Plan purchased by Customer.

p. **Third Party Products** means any third party proprietary software or hardware that is not incorporated into the Software or the Services provided by a Service Provider.

2. SERVICE TERMS

2.1 Provision of Services. Service Provider shall provide the Services during the Services Period, in accordance with the applicable Support Plan and subject to Section 2.2 below. Please see Addendum A for information on response times associated with each Service Plan. Further information on business hours and contact information is provided online at: www.NComputing.com/support.

2.2 Supported Versions of Software. Our general policy is that the Current Release (as provided on our website) and the most recent Prior Release (as provided on our website) are considered "**Active**" and are supported by NComputing as described herein, while earlier releases of the Software are considered "**Retired**". NComputing will attempt to assist Customers using Retired releases but may require additional fees or a Customer to upgrade to an Active release to provide effective support or to address a Software issue. When a Software release is to be retired, NComputing will provide advance notice, generally by posting a notice online at: www.ncomputing.com/support/lifecycle. You agree that you will periodically check online throughout the Service Period for information on which Software releases are currently Active and supported by NComputing as described herein.

2.3 Subscription Advantage. Subscription Advantage is made available to customers who have an active Support Plan. Subscription Advantage provides customers access to the Major Upgrades, Minor Upgrades and Updates made generally available by NComputing during to the Services Period.

2.4 Error Correction. Service Provider will make reasonable commercial efforts to correct Errors reported to it by the Customer, provided that such Errors are reproducible by Service Provider. Customer will promptly provide Service Provider with all information requested by Service Provider to reproduce such Errors. For each such Error, Service Provider will use reasonable commercial efforts to provide Customer with a workaround or software Update. If Service Provider is unable to provide customer with either of the foregoing, a specific action plan for addressing the Error, including a good faith estimate of the time required to correct and resolve such Error will be communicated to the Customer.

2.5 End of Life. NComputing may, at its discretion, decide to end-of-life or retire the Software and/or any Services ("**End of Life**") in accordance with its Product Lifecycle policies available at www.ncomputing.com/support/lifecycle. Notice of End of Availability, last date of general commercial availability and applicable support lifecycle policies and timelines for discontinuance shall be provided via the NComputing Support website at www.ncomputing.com/support/lifecycle. Support for "Retired" versions of the Software would

only be provided in accordance with Section 2.2 above. To the extent that Customer has pre-paid any Services Fees in connection with a discontinued or retired Software version, NComputing shall, at its option, either (i) refund to Customer a pro-rata portion (applicable to the period after the date of such discontinuation or retirement) of such Services Fees, or (ii) provide credit for a pro-rata portion (applicable to the period after the date of such discontinuation or retirement) of such Services Fees to Customer's account.

2.6 **Requirements**. Unless the Customer has previously ordered and is already receiving Services in connection with other releases of the Software, Customer may order new Services only for the most current, generally available release of the Software. Limited exceptions may apply for specific Software releases as further described at www.NComputing.com/support.

a. To obtain Technical Support, Customer must notify Service Provider immediately of any suspected Error and submit a support case which shall include: (i) reasonable detail of the nature of the circumstances surrounding the Error; (ii) complete software, hardware and network configuration information for systems using the Software; (iii) all information needed to reproduce such Error; and (iv) all other information as may reasonably be requested by Service Provider. Service Provider shall determine the severity level of the Error based on the severity definitions set forth in Addendum A. Customer agrees that Service Provider may perform remote diagnostics on Customer's hardware and software to determine the existence and nature of an Error.

b. If the Customer is renewing this Agreement for a Renewal Services Period, Customer must purchase and/or renew Services during such Renewal Services Period at the same Service Level as that ordered during the Initial Services Period. For most Software, a minimum of one (1) year of Services must be purchased, as further set forth at www.NComputing.com/support.

c. Service Provider, during the provision of Technical Support, may analyze whether or not a reported Error is related to Modified Code. Where Service Provider suspects that a problem may be related to Modified Code, Service Provider, in its sole discretion, may require that all Modified Code be removed from the Software before any Services are provided. Customer must comply with any such request. If Service Provider cannot correct the Error despite commercially reasonable efforts, or reasonably suspects that the problem is related to Modified Code, Customer shall be informed that additional assistance may be obtained by Customer directly from various product discussion forums or via engagement for an additional fee with NComputing's services group.

d. NComputing shall have no obligation to provide Services for any software that is not properly licensed from NComputing.

2.7 **Eligibility**. Problems caused by the following situations are not included in Services but may be addressed separately upon request at NComputing's then-current hourly rates for consulting services, subject to personnel availability and the then-current standard consulting services terms and conditions:

a. accident; unusual physical, electrical or electromagnetic stress; neglect; misuse; failure of electric power, air conditioning or humidity control; operation of the Software with other media not in accordance with specifications; or causes other than ordinary use;

b. improper installation by Customer or use of the Software that deviates from any operating procedures as specified in the Documentation;

c. actual or attempted modification, alteration or addition to the Software undertaken by Customer or any third party other than the Service Provider;

d. Third Party Products, other than the interface of the Software with such Third Party Products;

e. Modified Code;

f. any customized deliverables created by NComputing specifically for Customer; or

g. any technical issue unrelated to an Error.

Service Provider shall have no obligation to provide Services if Customer is not in full compliance with the other terms of this Agreement, the terms of any applicable license agreement or any other agreement between NComputing and Customer. Service Provider's support obligations under this Agreement shall not include those arising from computer hardware, computer network, electrical, telephone, interconnection, or the installation or repair of accessories, alterations, parts or devices not furnished by Service Provider.

2.8 Customer Responsibilities. Customer shall reasonably cooperate with Service Provider. Notwithstanding the generality of the foregoing, Customer's obligations regarding Services shall include the following:

a. Customer will provide Service Provider with reasonable access (via remote telecommunications or on-site access at Customer's premises) to Customer's copies of the Software and any systems that the Software is installed upon, to the extent necessary, in Service Provider 's discretion, to enable Service Provider to meet its support obligations as set forth in this Agreement. Service Provider shall have no liability to Customer if the ability to render support or other Services is impaired by Customer's inability to provide telecommunications functionality required for remote support.

b. Customer agrees to receive from NComputing communications via e-mail, telephone, and other formats, regarding renewals, quotes, and other topics relating to Services (such as communications concerning an Error or other technical issue and the availability of new releases).

c. Customer's Support Administrator(s) shall cooperate with the Service Provider to enable Service Provider to deliver the Services. Customer's Support Administrator(s) shall be the sole liaison between Customer and Service Provider in connection with the Services. Support Administrator(s) shall have, at minimum, initial basic product training for the Software and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Support Administrator(s) must be knowledgeable about the Software and the IT environment in which it operates in order to help resolve IT system issues and to assist Service Provider in analyzing and resolving Errors. Customer's Support Administrator(s) shall be responsible for (i) overseeing Customer's service request activity, and (ii) developing and deploying troubleshooting processes within Customer's organization. Customer shall notify NComputing immediately of any changes in the individuals designated as the Support Administrator(s). In connection with the Services, Service Provider will communicate directly and solely with Customer's currently-designated Support Administrator(s). If Customer requires Service Provider to provide technical support to Customer's employees, representatives or consultants other than Customer's Support Administrator, NComputing may charge additional fees for such extended support obligations at its sole discretion.

d. Customer is solely responsible for the use of the Software by its personnel (including any authorized contractors) and shall properly train its personnel in the use and application of the Software.

e. Customer shall promptly report to Service Provider all Errors or other problems with the Software, and shall implement any corrective procedures provided by Service Provider reasonably promptly after receipt.

f. Customer shall back up all data or information on any systems affected by an Error. Customer shall be solely responsible for lost data or information in the event of Errors or other malfunction of the Software or computers on which the Software is used.

3. SERVICES FEES

3.1 Services Fee Schedule

a. Unless otherwise indicated on the Order, Services Fees are payable on the Effective Date or, in the case of a Renewal Services Period, no later than the date of commencement of the applicable Renewal Services Period, and are due in accordance with Section 3.3 below. All Services Fees are non-refundable. NComputing reserves the right, at its sole discretion, to charge additional amounts to any Customer who requests and receives additional or excessive support during the applicable Services Period.

b. Services Fees shall be as set forth in NComputing's then-current list price. NComputing may increase applicable Services Fees for Renewal Services Periods. If Customer elects not to renew this Agreement for a Renewal Services Period or, if Customer elects not to purchase the Services when Customer initially acquires a license for the Software, Customer may later re-enroll or enroll, as the case may be, for the Services, subject to Subsection 3.1(d) below.

c. For any renewal or addition of Services which requires a minimum purchase of one (1) year, Customer may elect to make Services Periods applicable to all or a portion of its Software licenses coterminous, in which case, NComputing will prorate the applicable Services Fees for the new Services Period based on the number of full or partial months remaining in the new Services Period.

d. If Customer elects not to renew this Agreement for a Renewal Services Period or, if Customer elects not to purchase the Services when Customer initially acquires a license for the Software, Customer may later re-enroll or enroll, as the case may be, for the Services, provided that the Customer then move to the then-current latest Major Upgrade of the Software, and pays:

(i) the applicable Services Fees for the current Services Period;

(ii) the amount of Services Fees that would have been paid for the period of time that Customer had not enrolled in the Services; and

(iii) a 20% reinstatement fee on the sum of the Services Fees in (i) and (ii) above.

3.2 **Taxes.** All Services Fees are exclusive of any taxes, duties, or similar charges imposed by any government. Customer shall pay or reimburse NComputing for all federal, state, dominion, provincial, or local sales, use, personal property, excise, value added, withholding or other taxes, fees, or duties relating to the transactions contemplated by this Agreement (other than taxes on the net income of NComputing).

3.3 **Invoicing and Late Payments.** All invoices issued hereunder by NComputing are due and payable within thirty (30) days of the date of the invoice. All amounts that are not paid on time by Customer shall be subject to a late charge equal to one and one-half percent (1.5%) per month, or, if less, the maximum amount allowed by applicable law. If payment of any Services Fee is overdue, NComputing may also suspend performance hereunder until such delinquency is corrected.

4. **Limited Warranty.** NComputing warrants that the Services to be performed hereunder will be done in a workmanlike manner and shall conform to industry standards. Upon Customer providing NComputing with a reasonably detailed written notice to cure within thirty (30) days of occurrence of the nonconformance, NComputing will re-perform the Services to achieve commercially reasonable conformance with the above warranty.

EXCEPT FOR THE LIMITED WARRANTY PROVIDED ABOVE, THE SERVICES AND ALL BUG FIXES, WORK-AROUNDS, MAJOR UPGRADES, MINOR UPGRADES, AND UPDATES ARE PROVIDED ON AN "AS IS" BASIS. NCOMPUTING AND OTHER SERVICE PROVIDERS DO NOT WARRANT THAT THE SERVICES WILL BE TIMELY, UNINTERRUPTED OR ERROR FREE OR MEET CUSTOMER'S SPECIFIC REQUIREMENTS, NOR DO NCOMPUTING AND OTHER SERVICE PROVIDERS WARRANT THAT ALL ERRORS WILL BE CORRECTED OR THE PROVISION OF SERVICES WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. TO THE MAXIMUM EXTENT MANDATED BY LAW, THIS REMEDY WILL BE CUSTOMER"S SOLE AND EXCLUSIVE REMEDY, AND NCOMPUTING'S AND OTHER SERVICE PROVIDERS' SOLE LIABILITY, WITH RESPECT TO A BREACH OF WARRANTY WITH RESPECT TO THE SERVICES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTIES EXPRESSLY STATED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER IMPLIED, STATUTORY OR OTHERWISE, INCLUDING THE WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, TITLE, FITNESS FOR A PARTICULAR PURPOSE OR SATISFACTORY QUALITY, WHICH NCOMPUTING SPECIFICALLY DISCLAIMS, FOR ITSELF AND ON BEHALF OF ANY OTHER SERVICE PROVIDERS, TOGETHER WITH ANY AND ALL WARRANTIES ARISING FROM COURSE

OF DEALING OR USAGE IN TRADE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM NCOMPUTING OR ELSEWHERE SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS AGREEMENT. SOME JURISDICTIONS DO NOT ALLOW THE DISCLAIMER OF IMPLIED WARRANTIES, SO THE DISCLAIMER OF IMPLIED WARRANTIES ABOVE MAY NOT APPLY TO THE CUSTOMER.

5. **Limitation of Liability.** EXCEPT TO THE EXTENT THAT LIABILITY MAY NOT BY LAW BE LIMITED OR EXCLUDED, IN NO EVENT WILL NCOMPUTING OR OTHER SERVICE PROVIDERS BE LIABLE FOR LOSS OR CORRUPTION OF DATA, LOST PROFITS OR LOSS OF CONTRACTS, COST OF PROCUREMENT OF SUBSTITUTE PRODUCTS OR OTHER SPECIAL, INCIDENTAL, PUNITIVE, CONSEQUENTIAL OR INDIRECT DAMAGES ARISING FROM THE SERVICES OR PROVISION THEREOF, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE). THIS LIMITATION WILL APPLY EVEN IF NCOMPUTING OR ANOTHER SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. IN NO EVENT SHALL NCOMPUTING'S OR OTHER SERVICE PROVIDERS' AGGREGATE LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE SERVICES IN THE APPLICABLE SERVICES PERIOD. YOU ACKNOWLEDGE AND AGREE THAT THIS PROVSION REFLECTS A REASONABLE ALLOCATION OF RISK BETWEEN THE PARTIES.

6. **Term and Termination.**

   a. **Term.** Services can be purchased for duration of a 1- to 5-year term. This Agreement will commence on the Effective Date and continue in effect for the term specified in the Order; the "**Initial Services Period**". Subject to Customer's payment of the applicable Services Fees, the Agreement will automatically renew on each anniversary of the Effective Date for successive one (1) year terms (each, a "**Renewal Services Period**") unless either party provides the other party with written notice of its intention not to renew at least sixty (60) days prior to the end of the Initial Services Period or the then-current Renewal Services Period. Services shall renew during any Renewal Services Period at the same Support Plan and Service Level as that ordered during the Initial Services Period.

   b. **Termination.** NComputing may suspend performance of Services if Customer fails to meet its obligations as set forth under this Agreement. NComputing may terminate Services and/or this Agreement, at its sole discretion, if such failure continues for thirty (30) days after NComputing's written request to Customer to meet such obligations. NComputing may terminate the Agreement and all Services at any time if Customer is in material breach of this Agreement or the license agreement of the applicable Software. Customer may terminate this Agreement at any time on written notice to NComputing, subject to all Service Fees being non-refundable as set forth in Section 3.1. Following any termination of this Agreement, NComputing shall immediately invoice Customer for all accrued fees and charges and all reimbursable expenses, and Customer shall pay the invoiced amount immediately upon receipt of such invoice.

   c. **Survival.** Notwithstanding the expiration or termination of this Agreement or any renewal period hereof, it is acknowledged that those rights and obligations that by their nature are intended to survive such expiration or earlier termination will survive, including, without limitation, the limitations of liability set forth herein and each party's confidentiality obligations under Section 7. The termination of this Agreement shall not limit or otherwise affect the respective rights and obligations of the Parties which accrued prior to the date of termination, and which shall continue to exist following the termination of this Agreement.

7. **Confidentiality.** By virtue of this Agreement, the parties may have access to information that is identified by the other party as confidential or proprietary ("**Confidential Information**"). The parties agree to disclose only information that is required for the performance of obligations under this Agreement. Confidential Information shall be limited to pricing offered by NComputing, the Software and/or Services, and all information clearly identified as "confidential" at the time of disclosure. Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other Party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c)

is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party. The receiving party shall only use the Confidential Information of the disclosing party only with respect to performance of its obligations under this Agreement and shall keep and instruct its employees and agents to keep Confidential Information confidential by using at least the same care and discretion as used with that party's own confidential information, but in no case less than a prudent and reasonable standard of care. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law. If any party, its employees or agents breaches or threatens to breach the confidentiality obligations or obligations relating to use of the Confidential Information, the affected party may obtain injunctive relief from a court of competent jurisdiction, in addition to its other remedies, inadequate monetary damages and irreparable harm being acknowledged.

8. **Data Use Rights.** Customer acknowledges and agrees that NComputing may collect and use any information generated during the provision of Services to Customer, including, but not limited to, Error reports, connection logs and other reports related to the Services, to improve NComputing's software and services. NComputing may also share such information with other Service Providers and third parties, such as other hardware and software vendors, who may use it to improve their own products and services.

9. **Modifications.** NComputing may modify or update this Agreement after the Initial Services Period with thirty (30) days advance notice to Customer of any changes that may have a potential adverse material impact on Customer. For all Renewal Services Period(s), NComputing's then-current terms and conditions for the Services will apply. This Agreement may not be amended by Customer except in a written document signed by both parties.

10. **Miscellaneous.** Customer may not transfer, assign or delegate any of its rights or obligations under this Agreement, in whole or in part, whether voluntarily, by operation of law, by merger or sale of all or substantially all of its stock or assets, or otherwise, without the prior written consent of NComputing. Any purported transfer, assignment, or delegation by Customer without such prior written consent shall be null and void. NComputing has the right to transfer, assign or delegate any of its rights or obligations under this Agreement to one or more third parties without Customer's consent, including through reorganization, reincorporation, merger, change of control, or a sale of all or substantially all of NComputing's stocks or assets. Subject to the foregoing, this Agreement shall bind and inure to the benefit of each party's successors and permitted assigns. This Agreement shall be governed by the laws of the State of California without regard to conflict of laws principles. The parties consent to the exclusive jurisdiction of the state and federal courts located in Santa Clara County, California. This Agreement constitutes the entire agreement of the parties with respect to the provision of the Services by NComputing to Customer, and supersedes all prior written or oral communications, understandings and agreements. Any waiver of the provisions of this Agreement must be in writing to be effective. Failure by either party to enforce any provisions of this Agreement shall not be deemed a waiver of future enforcement of that or any other provision. NComputing may, in its sole discretion, use third party contractors to fulfill its obligations under this Agreement. Except as expressly set forth herein, no terms of any purchase order or other business form that Customer may use will affect the obligations of the parties under this Agreement, and any such purchase order or other business form of Customer which contains additional or conflicting terms are hereby expressly rejected by NComputing. Customer agrees that any Orders or purchase orders do not have to be signed to be valid and enforceable. If any provision of this Agreement is found to be invalid or unenforceable, the remaining terms will continue to be valid and enforceable to the fullest extent permitted by law. The version of the Technical Support guide found at www.NComputing.com/support is the governing version of such document; any translation into other languages is for convenience only. NComputing may update the Technical Support guide periodically, without prior notice.

Addendum A

NComputing Support and Subscription (SnS) Response Times

Service Level response times will be based on the following, pursuant to Customer's elected level of Support (Premium, Standard, Basic, or Free):

Support Plan	Severity Levels	Initial Time-to-Respond
Premium Support and Subscription (SnS)	• **Severity Level 1** All user sessions are down, no user connections, critical impact to business operations Named customer Support Administrator must call designated Premium Support phone number (specified by NComputing in email confirmation of SnS order)	**Response within 30 minutes** 365 days/year, 24 hours/day, 7 days/week NComputing and Service Provider committed 24x7 until resolution or work-around provided
	• **Severity Level 2** Some sessions are down, limited user connections. No workaround is available.	**Response within 1 hour** During Service Provider's business hours NComputing and Service Provider *priority* commitment during business hours
	• **Severity Level 3** User sessions are degraded; productivity impact to business operations	**Response within 4 hours** During Service Provider's business hours
	• **Severity Level 4** General installation, upgrade, compatibility or configuration assistance, or request for general product information	**Response within 8 hours** During Service Provider's business hours
Standard Support and Subscription (SnS)	• **Severity Level 1** All user sessions are down, no user connections, critical impact to business operations	**Response within 4 hours** During Service Provider's business hours NComputing and Service Provider *priority* commitment during business hours until resolution or work-around provided
	• **Severity Level 2** Some sessions are down, limited user connections. No workaround is available.	**Response within 8 hours** During Service Provider's business hours NComputing and Service Provider *priority* commitment during business hours
	• **Severity Level 3** User sessions are degraded; productivity impact to business operations	**Response within 24 hours** During Service Provider's business hours
	• **Severity Level 4** General installation, upgrade, compatibility or configuration assistance, or request for general product information	**Response within 36 hours** During Service Provider's business hours