



TERMS AND CONDITIONS

1. Platform Access

1.1 Harper Stone will provide 24x7 browser access to Pivot Analytics through the specified URL on the Order Form.

1.2 Harper Stone will provide the number of user accounts as specified on the Order Form. Additional user accounts can be obtained for an additional fee.

1.3 The Platform will provide support for data up to the data volume specified on the Order Form. Additional data capacity can be obtained for an additional fee.

2. Platform Maintenance

2.1 Harper Stone will provide hosting of the platform to ensure its continued access.

2.2 Harper Stone will provide 24x7 monitoring of the platform and automatically resolve access issues as detected.

2.3 Harper Stone will maintain the hardware, operating system and applications. This includes applying patches.

2.4 Harper Stone will provide a minimum of one ThoughtSpot application upgrade within a 12 month period.

2.5 Harper Stone will undertake backups as specified on the Order Form.

3. Support

3.1 Harper Stone will provide support during the hours specified on the Order Form.

3.2 Support services will be provided via the channels specified on the order form.

3.3 Support will be provided at the support service levels as defined in the service level table.

Level	Description	Response Time
P1 CRITICAL	A technical problem that renders a Covered System completely unavailable to users or unable to perform a critical user function.	1 hour
P2 SERIOUS	A technical problem that substantially impairs the operation of a Covered System, but does not render the Covered System completely unavailable to users or unable to perform a critical user function	2 hours
P3 MODERATE	A technical problem that impairs the operation of a Covered System to a lesser degree than a Serious Problem, but does not render the Covered System completely unavailable to users or unable to perform a critical user function.	2 hours from the start of the next business day
P4 MINOR	A technical problem that does not impair the operation of a Covered System	4 hours from the start of the next business day