

North American Support Policy

Client Technical Support



This policy provides current guidance for Client interaction with Experian Data Quality (“EDQ”) North America Client Technical Support. This document is the property of EDQ and may not be reproduced or distributed without the express consent of EDQ. EDQ reserves the right to change and/or update this policy, either in part or in its entirety, in its sole discretion.

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1. Introduction

This North American Support Policy (this “Policy”) should be read in conjunction with the Agreement entered into between Experian Data Quality (“EDQ”) and Client (also referred to as “Customer”). The purpose of this Policy is to describe the availability and level of Client Technical Support provided by EDQ and the Client’s responsibilities to enable EDQ to deliver such support.

2. Explanation of Terms

Any capitalized terms in this Policy are to be defined as set forth in the Agreement between EDQ and Client, except where explicitly defined below:

Term	Description
Custom Products and/or Integration Services	Custom products or services created by EDQ on Client’s behalf, and not covered by this Policy.
Initial Response Time	The targeted time frame in which EDQ will endeavor to respond to Client’s initial request for Client Technical Support, and, where a specific response time window has not been specified, the time interval within which EDQ will communicate regarding the request.
Policy	The North American Support Policy; this document.
EDQ Client Technical Support or Support	Technical Support offered in relation to the Licensed Materials as detailed in this Policy and more specifically at Section 3.
EDQ Concierge Support	Premium Technical Support and bundled services provided by EDQ at an additional charge to Client.
Concierge Support Fact Sheet	Document containing Concierge specific Terms and Conditions. Any Term or Condition not specifically defined in the EDQ Concierge Support Fact Sheet shall be covered under the North American Support Policy or existing governing Agreement with Client.

3. General Terms of Technical Support

3.1 Prerequisites for Client Access to EDQ Client Technical Support

During the term outlined in Client's ordering documents, access to EDQ Client Technical Support will be provided in accordance with the governing licensing terms and conditions, for the License term outlined within their Order Form, (or similar ordering document) and/or incorporated schedules or amendments entered into at the point of sale of the Licensed Materials (collectively, the "Agreement"), based on the following criteria:

- Client has a current and fully executed governing Agreement in place with EDQ
- Client has a current license for all applicable Licensed Programs, Data Sets and/or Services in use by the Client
- The Licensed Programs, Data Sets and/or Services are being used in accordance with the terms contained within the governing Agreement and Client is not in breach of the Agreement.

EDQ may elect not to provide access to EDQ Client Technical Support for Clients that do not meet the above criteria. All Clients provided access to EDQ Client Technical Support will receive support during the operating hours outlined in Section 5.4 of this Policy, unless otherwise specified in their current governing Agreement.

3.2 EDQ Obligations

EDQ Client Technical Support shall include support for Licensed Programs (including standard EDQ built integrations) and EDQ services (excluding Professional Services work performed under an SOW). Licensed Programs and/or standard integrations that have been altered or modified by anyone other than EDQ or its licensors may not be supported. Support includes general product and technical assistance for all current and supported EDQ software releases and/or standard integrations, running on the infrastructure and/or environment for which they are intended. Support shall not include:

- i. Data imports and/or data conversion;
- ii. Data entry, manipulation, and/or maintenance;
- iii. Project management, training, customizations, or any services otherwise provided by EDQ's Professional Services group; or
- iv. Any systems or programs not supplied by EDQ.

Support during upgrades is included, however, Client Technical Support does not perform upgrades or other services related to upgrades. Software used other than in accordance with the Documentation, as well as any discrepancies that do not significantly impair or affect the operation of the software are not covered. All services provided by EDQ's Professional Services group (including support for Custom Products and/or Integration Services) are subject

to availability at then-current rates unless otherwise specified in your current governing Agreement.

3.3 Supported Languages

All Support provided by EDQ is delivered in English, unless otherwise stated within Client's current governing Agreement.

4. Client Responsibilities

4.1 EDQ Expectations of their Clients

The ability of EDQ to respond quickly and effectively to cases is dependent on Client fulfilling the responsibilities and requirements set forth in this Policy.

Clients will use commercially reasonable efforts to:

- Ensure all individuals contacting support on behalf of the Client have appropriate knowledge and skills involving applicable Licensed Materials
- Provide information relevant to the case and any recent changes to the operating environment within a reasonable period of time after submitting a case, or upon request by EDQ
- Provide EDQ with reasonable and suitable access to the environment being supported, as described in Section 4.2 below
- Assume responsibility for fully protecting Customer Data against loss or corruption. EDQ will not be responsible for the loss of information or data while providing support
- Act upon recommended solutions provided by EDQ within a reasonable period of time
- Apply updates made available by EDQ, or its authorized partners, in a timely manner

Client's inability to or unwillingness to apply recommended solutions, updates or workarounds may result in Support Tickets (Cases) being closed.

4.2 Access to Client Data

In order to allow the proper diagnosis of support cases, EDQ may require access to Customer Data. Access may include, but is not limited to:

- Ability to view the user's desktop
- Copies of reports, screen prints, and/or other static data
- Access to test or backup systems
- Access to test or production databases

In all cases, EDQ will ensure that requests for access (whether to the production database, backup systems, Customer Data or otherwise), either directly or from a copy, are only made when no alternative is appropriate and feasible. If Client is unable to provide access to data

that has been requested, they should discuss alternative solutions with EDQ. EDQ reserves the right to automatically close cases when Client has not provided adequate, necessary data for a full analysis within a reasonable period of time.

5. Accessing Client Technical Support

5.1 Support Ticket (Case) Submission

5.1.1 Methods

Client may access EDQ Client Technical Support through any of the following methods:

Email*

General Support: us.support.gas@experian.com

Concierge Support: Provided in the Concierge Support Fact Sheet

Telephone

General Support: 888-712-3332

Concierge Support: Provided in the Concierge Support Fact Sheet

**EDQ recommends that all non-critical support tickets be submitted via email*

5.1.2 Support Ticket (Case) Requirements

Cases may only be opened using one of the methods described above. When opening a case, Clients must provide the following information:

- Client ID
- Contact Name
- Contact Telephone Number
- Product and Version
- Description of Issue

In addition, the following information may also be requested in order to troubleshoot or resolve the case:

- Steps taken to reproduce the issue
- Screen prints
- Hardware & software environmental information

5.2 Support Ticket (Case) Severity Levels

Cases will be initially prioritized by EDQ based on the following guidelines. The case severity may change over time as more information becomes available or workarounds are provided. EDQ will make every reasonable effort to ensure submitted cases are assigned the proper level of severity.

Severity	Description
Priority 1 (P1)	Client's production system is significantly impaired with core EDQ functionality essentially unavailable. Client's day to day use of the EDQ software is severely impacted. There is no available workaround.
Priority 2 (P2)	Client's production system is able to run core processes but other EDQ functionality is significantly impaired. Client's ability to carry out day to day use of the EDQ software is severely impacted. There is no reasonably acceptable workaround.
Priority 3 (P3)	An area of core EDQ functionality is generating errors but this is not preventing Client from performing day to day use of the EDQ software. A workaround may be available.
Priority 4 (P4)	Any EDQ issue experienced in a non-production environment or in a production environment that is not impacting the function of the software to any material extent. A workaround may or may not be available. Examples include cosmetic defects on screens, errors in documentation, or an enhancement request.

5.3 Target Initial Response Times

Submitted cases will be responded to in the order in which they are received, with consideration given for higher severity levels. The Initial Response Time is the time it takes before EDQ makes initial contact with the individual who submitted the case. Initial Response Times are not a resolution goal and should not be interpreted as a guarantee of service. EDQ will use all commercially reasonable efforts to adhere to the time frames listed in this Section. EDQ does not provide case resolution targets and Initial Response Time should not be interpreted as a commitment regarding resolution timeframes.

Initial Response from EDQ includes, but is not limited to:

- An email response from EDQ and/or automated system requesting additional information, providing an update on the case, or indicating the support request has been received and is in process of being addressed
- Response provided via telephone or voicemail indicating the case has been received and is in the process of being addressed

	P1**	P2	P3	P4
General Support	1 hour	2 hours	4 hours	1 business day
Concierge Standard	1 hour	2 hours	4 hours	1 business day
Concierge Premier	45 min	1.5 hours	3 hours	1 business day
Concierge Elite	30 min	1 hour	2 hours	1 business day

***EDQ requires that all P1 cases be submitted via the applicable toll-free phone numbers listed in Section 5.1.1.*

5.4 Support Hours

5.4.1 General Support

EDQ Client Technical Support is available 24/7 via email submission, as well as via toll-free phone numbers listed in Section 5.1.1.

5.4.2 Concierge Support

EDQ Concierge Support resources are available only between the hours of 8AM – 8PM Eastern Time, Monday through Friday (excluding EDQ North America recognized holidays) (“Concierge Hours”). EDQ General Support resources will provide coverage outside Concierge Hours to all Concierge Clients.

When a Client enrolled in Concierge Support submits a case after Concierge Hours, the case will be responded to and handled by the EDQ Client Technical Support team. The case will continue to be worked on by the EDQ Client Technical Support team until it is resolved or until an EDQ Concierge Support resource is available, whichever occurs first.

6. Support Life Cycle

Unless otherwise specified in Client’s current governing Agreement, EDQ operates a release policy in which the current release and the immediately preceding previous release are supported. As EDQ continuously enhances and improves its product offerings, it may become necessary to declare a particular release or configuration (e.g., a particular operating system release) at the “end of life” stage for the purpose of support.

When this occurs, EDQ reserves the right to discontinue support for that product release or configuration. End of life notices are generally available at least 6 to 12 months in advance of the end of life date. For additional information, visit the End of Service Life Policy available at www.qas.com/support. EDQ may, at its sole discretion, continue to provide support for product releases or configurations beyond the end of life date. Should EDQ provide support for such releases or configurations, Clients who wish to obtain support for the end of life product release or configuration may be subject to additional fees.

7. Intellectual Property

For the avoidance of doubt, all modifications made to Licensed Materials in response to Technical Support cases will be considered part of the Licensed Materials and EDQ will own all Intellectual Property Rights in such modifications, even if originating from a suggestion or enhancement request made by Client.