

## WATERSTREET APPLICATION SERVICE LEVEL ESCALATION

If a Subscription Service becomes unavailable, WaterStreet will respond as set forth in the Application Service Level Escalation document, provided Client has promptly reported said Event.

Level	Response
<p><b>Level 1 Issues:</b> Total inability on the part of the majority of users to access or use the Software Services.</p> <p><u>Examples:</u> Subscription Services determined to be unavailable to a majority of users.</p>	<p>WaterStreet will begin work within 1 hour during normal business hours (7:00 a.m. to 5:00 p.m. Mountain Time on business days); and use commercially reasonable efforts to achieve one of the following resolutions within 1 business day: (i) develop and implement a fix, (ii) implement an acceptable workaround, or (iii) develop a mutually agreed upon plan of action.</p>
<p><b>Level 2 Issues:</b> Partial or intermittent inability of multiple users to access or use critical features of the Software Services.</p> <p><u>Examples:</u></p> <ol style="list-style-type: none"> <li>1. Inability of end users to perform primary functions.</li> <li>2. Authorized Users are unable to log into the Software to perform their jobs.</li> </ol>	<p>WaterStreet will begin work within 4 hours during normal business hours (7:00 a.m. to 5:00 p.m. Mountain Time on business days); and use commercially reasonable efforts to achieve one of the following resolutions within 2 business days: (i) develop and implement a fix, (ii) implement an acceptable workaround, or (iii) develop a mutually agreed upon plan of action.</p>