

# LivePerson Enhanced Support Packages:

Get the best out of your LivePerson with enhanced support packages that meet your business needs

|   | Basic | Bronze | Silver                                   | Gold                                     | Platinum  |
|---|-------|--------|--|--|---|
| Technical Account Manager (TAM) that understands your business goals for personalized support |       |        | Access to a remote TAM <sup>(1)(3)</sup> | Access to a remote TAM <sup>(2)(3)</sup> | On-site TAM dedicated to your brand <sup>(3)(5)</sup> |
| On-site training for your technical teams   |       |        |  |  | ✓ <sup>(6)</sup>                                      |
| Assisting your team with implementing new product features                                    |       |        |  |  | ✓   |
| Quarterly Support performance reviews and summaries   |       |        |  |  | ✓   |
| 24x7x365 access to a team of Tier 2 experts <sup>(4)</sup>                                    |       |        |  | ✓  | ✓   |
| Enhanced support SLA  |       | ✓      | ✓  | ✓  | Mission critical SLA                                  |
| Support status calls with your Technical Account Manager                                      |       |        | ✓  | ✓  | ✓   |
| Communications of upcoming releases and maintenance activities                                |       |        | ✓  | ✓  | ✓   |
| Brand-specific root cause analysis (RCA), including IT details and business impact            |       |        | ✓  | ✓  | ✓   |
| Bug tracking, management and resolution notifications   |       |        | ✓  | ✓  | ✓   |
| Priority technical case handling  |       | ✓      | ✓  | ✓  | ✓   |
| Self-serve view of your support cases, including reported bugs                                |       | ✓      | ✓  | ✓  | ✓   |
| Self-service for new support case creation  |       | ✓      | ✓  | ✓  | ✓   |
| Real-time status page of maintenance plans & services status                                  | ✓     | ✓      | ✓  | ✓  | ✓   |
| 24x7x365 (Tier 1) technical support via Messaging   | ✓     | ✓      | ✓  | ✓  | ✓   |

<sup>1</sup> Shared 25% Full-time employee (FTE)

<sup>2</sup> Shared 50% Full-time employee (FTE)

<sup>3</sup> Placement lead-time of 90 days

<sup>4</sup> Services will be provided by LivePerson through its global support teams

<sup>5</sup> TAM will be based remotely unless on site is agreed by the parties in writing. TAM will only be available during normal working hours

<sup>6</sup> Upon Customer's written request, TAM will provide technical or functional product training up to twice a month, each session lasting up to 2 hours. This training will not include operational, call center operations or development training

## Support Service Level Agreement (SLA)

| Touchpoint   | Basic | Bronze | Silver | Gold   | Platinum |
|--|-------|--------|--------|--------|----------|
| Severity 1: LivePerson products/services are unavailable or severely reduced |       |        |        |        |          |
| Target for Initial response time   |       | 1 hr   | 30 min | 30 min | 15 min   |
| Target for periodic updates  |       | 2 hr   | 1 hr   | 1 hr   | 30 min   |
| Resolution for non-bug issues  |       | 12hr   | 6 hr   | 6 hr   | 4 hr     |
| Preliminary root cause analysis  |       | 3 bd   | 3 bd   | 2 bd   | 2 bd     |
| Severity 2: LivePerson products/services are available but reduced           |       |        |        |        |          |
| Target for initial response time   |       | 3 hr   | 1 hr   | 1 hr   | 30 min   |
| Target for periodic updates  |       | 12 hr  | 6 hr   | 4 hr   | 3 hr     |
| Resolution for non-bug issues  |       | 3 bd   | 1 bd   | 1 bd   | 1 bd     |
| Preliminary root cause analysis  |       | 5 bd   | 3 bd   | 3 bd   | 3 bd     |
| Severity 3: LivePerson products/services experiencing performance issues     |       |        |        |        |          |
| Target for initial response time   |       | 2 bd   | 1 bd   | 1 bd   | 8 hr     |
| Target for periodic updates  |       | 3 bd   | 2 bd   | 2 bd   | 16 hr    |
| Resolution for non-bug issues  |       | 5 bd   | 4 bd   | 3 bd   | 3 bd     |
| Preliminary root cause analysis  |       | N/A    | N/A    | N/A    | N/A      |

**Response time** is a verbal response (including phone), or written response, or electronic response (via the LivePerson Service Status Dashboard or via chat) from LivePerson to Customers regarding an issue with LivePerson products.

**Periodic Updates** are displayed on the LivePerson Service Status Dashboard.

**Preliminary Root Cause Analysis** is LivePerson's preliminary investigation into the root cause of an incident that occurred on our platform or products. The document describes the information available to LivePerson at the time the document is written.

**Final Root Cause Analysis.** LivePerson will continue to investigate the incident and deliver a final document that outlines the preventative measures implemented by LivePerson as soon as commercially feasible based on the nature and complexity of the incident.