

Support Schedule

This Schedule sets forth additional terms governing the provision of Support Services by Sovos to customers, who have purchased or are otherwise entitled to receive such Support Services and is incorporated into the Software and Services Agreement (the "Agreement") between the parties. All capitalized terms not defined herein (including the attachments hereto) have the meaning stated in the Agreement.

1 DEFINITIONS.

1.1 "**Application**" means the version of Customer's financial or transaction application used with the Sovos Software or Services.

1.2 "**Error**" means a material failure of a Supported Product to conform to its functional specifications described in the Documentation, which is reported by Customer and replicable by Sovos.

1.3 "**Maintenance and Support Policy**" means the policies and procedures regarding Support Services, a current version of which can be found on Sovos' Support site.

1.4 "**Operating Environment**" means Sovos-recommended hardware, operating system, middleware, database and other software on which the System will operate.

1.5 "**System**" means the Software and Sovos Data.

1.6 "**Updates**" means a new version of the System, or Standard Adapters, if and when developed after the effective date of the Order Form, which Sovos makes generally available to its customers as part of the Support Services. Updates include bug fixes, patches, Error corrections, minor and major releases, non-new platform changes, or modifications or revisions that enhance existing performance. Updates exclude new products, modules or functionality for which Sovos generally charges a separate fee.

2 SUPPORT SERVICES.

2.1 **Scope.** Support Services provided by Sovos include (i) technical support and workarounds so that the Supported Products operate in material conformance with the Documentation, (ii) with respect to On Premise Solutions, the provision of Updates thereto, if and when available, and (iii) with respect to Cloud Solutions, the application of Updates thereto, when available, all of which are provided under Sovos' Maintenance and Support Policy (as may be amended by Sovos from time to time) in effect at the time Maintenance is provided. For the avoidance of doubt, Support Services excludes professional Services performed pursuant to an SOW.

2.2 Sovos is under no obligation to provide Support Services with respect to: (i) anything other than a Supported Product; (ii) a release for which Maintenance has been discontinued; (iii) a pre-release of a Supported Product; (iv) a Supported Product used other than in accordance with the Documentation or other than on the Operating Environment; (v) discrepancies that do not significantly impair or affect the operation of the Supported Product; (vi) modifications to the Software or Standard Adapters, or custom work or content developed by or on behalf of Sovos pursuant to a professional services engagement via an SOW ("**Developed Materials**"); (vii) errors or malfunction caused by Customer's use of a new release or version of the Application; (viii) errors or malfunction caused by Customer's failure to comply with the minimum system requirement documentation as provided by Sovos or by Customer's use of non-conforming data; or (ix) errors or malfunction caused by any systems or programs not supplied by Sovos.

2.3 For the avoidance of doubt, Updates provided under Support Services are subsequent releases to the standard Supported Product, excluding Developed Materials or customizations whether such customizations are performed by Sovos or by Customer or a third party. Sovos reserves the right to charge Customer for any reintegration work required to make Developed Materials

compatible with future versions/releases of the Supported Products.

2.4 Sovos undertakes no obligation to maintain compatibility of the System and Standard Adapters with future versions or releases of Customer's Application and reserves the right to charge Customer additional fees for subsequent releases, if and when available, of the Standard Adapter.

2.5 Any Errors discovered by Customer must be submitted to Sovos in accordance with the Maintenance and Support Policy. Sovos shall correct Errors in accordance with the Maintenance and Support Policy provided such Errors are replicable by Sovos. If an Error was corrected or is not present in a more current version of the Software or Standard Adapter, Sovos shall have no obligation to correct such Errors in prior versions.

2.6 It is Customer's responsibility to ensure that all appropriate users receive initial training services sufficient to enable Customer to effectively use the System. Failure to do so could result in additional fees if service requests are deemed excessive as a result of insufficient training, at Sovos' discretion.

2.7 **On-Premise Solution Product life cycle.** Sovos identifies a release of the System and Standard Adapters using a three-digit numbering system with two decimal places (Ex 2.1.0, 3.1.2). A release is considered "major" when the first or second number changes (Ex. 2.1.0 to 2.2.0, 2.1.0 to 3.1.0). Each major release includes all sub-releases identified by a change in the third number (Ex. 2.1.0 to 2.1.1). Sovos' obligation to provide Support Services is subject to Sovos' and its licensors' product life cycle policies. Support Services is provided for the most current release and the most recent previous sequential major release of the Software and Standard Adapters.

2.8 **Levels of Support Services.**

2.8.1 **Standard Support.** Standard Support is included with all Sovos Software purchases at no additional charge. The current Maintenance and Support Policy fully describes the Standard Support Services.

2.8.1.1 **Engagement.** Customer will engage Tier 1 Support for each case. Tier 1 Support shall perform an initial triage of issues identified or reported by Customer, including problem isolation when possible. Cases may transition to higher Tiers of Support as applicable or necessary for issue resolution.

2.8.1.2 **Additional Self-Help Resources.** The following additional resources are available as part of Standard Support Services: Standard Release Notes, Knowledge Base in Sovos' customer portal, and Annual one-to-many interactive training webinars.

2.8.2 **Enhanced Support.** Customer may purchase Enhanced Support if made available by Sovos for the Software licensed by Customer and set forth in a mutually executed Order Form.

2.8.2.1 **Engagement.** Enhanced Sovos Support allows customers to elect to route cases above Tier 1 Support to Tier 3 Support. Tier 3 Support is comprised of specialized Support technicians responsible for issue resolution.

2.8.2.2 **Hours of Operation.** Enhanced Support hours slightly vary by geography.

- EMEA and APAC: All Week 9:00-0:00 GMT/BST
- LATAM: All Week 7:00-22:00 EDT/EST
- US: All Week 8:00-23:00 EDT/EST

2.8.2.3 Additional Self-Help Resources. The following additional resources are available as part of Enhanced Support Services:

- Enhanced Release Notes
- Knowledge Base in Sovos' customer portal
- Annual one-on-one interactive virtual training webinars

2.8.2.4 Account Management. Enhanced Support Services provide Customer with regular case review meetings.

2.8.3 Premium Support. Customer may purchase Premium Support if made available by Sovos for the Software licensed by Customer and set forth in a mutually executed Order Form.

2.8.3.1 Engagement. Enhanced Sovos Support allows customers to elect to route cases above Tier 1 Support to Tier 3 Support. Tier 3 Support is comprised of specialized Support technicians responsible for issue resolution.

2.8.3.2 Hours of Operation. Premium Support hours do not vary by geography. Customers may engage any time, 24x7, for Cloud and On-Premise issues.

2.8.3.3 Additional Self-Help Resources. The following additional resources are available as part of Premium Support Services:

- Knowledge Base in Sovos' customer portal
- Annual on-site interactive training session (Customer will pay Sovos' travel expenses)

2.8.3.4 Account Management. Premium Support Services provide Customer with the following:

- Regular case review meetings by request and as mutually agreed upon
- Annual account review
- On-site support visits available (Customer will pay Sovos' travel expenses)
- On-Premise installation/upgrade coordination (excludes SAP customers)
- Insight into Sovos' Product Road Map
- 8 hours of custom work project management

2.8.4 Technical Account Manager. If made available by Sovos for the Software licensed by Customer, Customer may elect, subject to an additional fee and mutually executed Order Form, to have a Technical Account Manager (the "TAM") work with them on their account to facilitate support and relationship management between Sovos and Customer. A TAM provides Customer with a specific point of contact at Sovos for Case management and Case escalations. Customer may include the TAM at Case entry in order to ensure individuals outside of Sovos Support have visibility to new incoming cases, which allows the TAM to provide additional clarity to Sovos Support about the new case as appropriate. A TAM will collect and document knowledge of Customer's operational structure and advise efficient, direct communication with appropriate talent for Customer and Sovos. However, simply engaging a TAM for a support issue will not create a Case. Customer needs to follow the standard channels for Case submission in the Maintenance and Support Policy.

2.8.4.1 Dedicated vs. Shared. Customer may elect one of two options for a TAM: Dedicated or Shared. A Dedicated TAM works with customers for approximately 24-32 hours per week. Dedicated TAMs are extremely familiar with a customer's organization and operations and focuses exclusively on the customer's needs. Sovos will train a back-up TAM that is familiar with the customer's account to proactively address items such as vacation, illness, and termination. A Shared TAM works with customers for approximately 8-20 hours

per week. Electing a Shared TAM still provides customers with a single point of contact; however, this Sovos employee will perform technical account management for other customers as well.

2.8.4.2 Electing to have a TAM allows Customer to have the following:

- Regular case review meetings
 - Shared TAM – Recurring meeting will occur monthly, at a minimum.
 - Dedicated TAM – Recurring meetings will occur weekly, at a minimum
- Annual account review
- On-site support visits available (Customer pays expenses and visit is subject to a SOW)
- On-Premise installation/upgrade coordination (excludes SAP customers)
- Insight into Sovos' Product Road Map
- Custom program management
- Emergency Class Case representation
- Jurisdictional/seasonal readiness alignment
- Implementation Consultation
- Custom Implementation training
- Pilot processing
- Short- and long-term account coordination

2.8.4.3 Bilingual TAM Support. A Dedicated TAM capable of speaking more than a single language can be requested by customers. Bilingual TAMs are subject to availability and are reviewed and approved by Sovos on a case by case basis. Customers with Shared TAMs do not have the option to elect a Bilingual TAM.

2.9 Knowledge Base features. Sovos engages with a third party to provide the Knowledge Base. Customer acknowledges that use of the Help Desk may require the sharing of Customer employee names and email addresses with the third party for purposes of using the Knowledge Base and Customer expressly consents to such sharing of information.

3 CHANGES. Sovos may, from time to time and in our discretion, make changes to this document or the terms and conditions set forth herein, provided however, in no event shall Sovos make any changes that will degrade Sovos' obligations under this Schedule without prior written notice to Customer. When Sovos makes changes hereto which do not degrade Sovos' obligations under this Schedule, Sovos will provide notice as appropriate under the circumstances, e.g., by displaying a notice within the applicable Sovos products or services, by updating the Schedule located at <https://sovos.com/customer-legal-data-sheets/> or by sending Customer an email.

4 DEFINED TERMS. Except as defined herein or otherwise required by the context herein, all defined terms used in this Schedule have the meaning set forth in the Governing Agreement.

5 TERMS AND CONDITIONS. Customer's execution of an applicable Order Form for the services applicable to this Schedule signifies Customer's agreement to the terms and conditions in this Schedule and its acknowledgment that the products are provided under and is governed by such applicable Order Form and the separate written agreement between the parties that expressly governs Sovos' delivery of products and services (the "Governing Agreement").

This document constitutes a Data Sheet as defined in the Governing Agreement.

SOVOS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.