The following are the specific terms and conditions for the Software entitled “Symon” ("Symon") ordered by Customer as a Cloud Service pursuant to the Varicent Cloud Service Agreement (the “Agreement”) at https://www.varicent.com/legal_agreements. Capitalized terms shall have the meanings set forth in the Agreement or elsewhere herein.

1. DEFINITIONS

Capitalized terms shall have the meanings set forth in this Schedule or elsewhere in the Agreement.

1.1. “Central Processing Unit” has the meaning as set out in the Documentation.

2. DESCRIPTION OF SYMON CLOUD SERVICE

2.1. Varicent charges for use of Symon on a “per Entitlement” basis. What constitutes a single “Entitlement” for Symon’s components is described below. Customer shall purchase sufficient Entitlements for its intended use of the Cloud Service. Additional Entitlements may be added at any time upon the Parties’ execution of an Order for such Entitlements.

2.2. Symon. Symon is Varicent's Augmented Intelligence offering to discover meaningful patterns in complex and sophisticated sales systems. It allows users to connect, cleanse and join data to automate data tasks without the need for code, provides applications to everyday sales performance questions, and forecast results, find outliers and predict outcomes through the use of data science. The Cloud Service for Symon includes access to the Symon web application. Customer must obtain a sufficient number of each of the following Entitlements in order to use the Cloud Service for Symon:

2.2.1. Authorized Users. One Entitlement per Authorized User.

2.3. Symon Credits. A Symon credit is the unit of measure for data storage and compute. 1 minute of computation on a Central Processing Unit consumes 1 credit. 1 gigabyte of data storage for 1 month consumes 6 credits. The Customer must have available credits in order to import new data or run new calculations in Symon. Every Authorized User is entitled to 30,000 Symon credits per month. Credits not used at the end of the month will not be transferred to the next month. Additional entitlements can be purchased in blocks of 30,000 credits.

3. ADDITIONAL ACCESS AND USE OF THE CLOUD SERVICE TERMS

3.1. In addition to Section 2 (Access To and Use of the Cloud Service) of the Agreement, Varicent shall provide Customer with all Symon Authorized User accounts for the Symon Cloud Service. Customer is responsible for: (a) all activities that occur under the Symon Authorized Users’ accounts; (b) maintaining the security and confidentiality of all user names and passwords for the Symon Authorized User account; and (c) any loss or damage suffered by Customer or Varicent as a result of Customer's, any of its Subsidiaries', or any Authorized User's failure to adequately safeguard any such account information. Customer shall promptly notify Varicent of any unauthorized use of any user name, password, or account or any other known or suspected breach of security.

4. SYMON CERTIFICATION

4.1. Varicent is subject to the following annual certifications of compliance in respect of the Cloud Service for Symon:

(a) ISO 27001

5. VARICENT HOSTING AND PROCESSING LOCATIONS

5.1. The following Varicent data hosting and processing locations are used for the Cloud Service. Customer may be able to request that Varicent use a subset of these locations. Varicent may add additional hosting and processing locations in accordance with the Data Security Standards.

(a) United States
(b) Ireland
(c) Germany

6. THIRD PARTY SUB-PROCESSORS

6.1. Third Party Subprocessors:

(a) Amazon Web Services
SUPPORT SERVICES ANNEX

Unless otherwise indicated, references in this Annex to Sections means the Sections of this Annex. A “Support Ticket” means any request for Support Services submitted through Varicent’s support ticketing system.

1. **TECHNICAL SUPPORT**

1.1. **Scope of Support.** Technical support is provided as part of the Fees for the Cloud Service for Symon and includes:

1.1.1. **Self Help:** Self Help Knowledge Base, Community Sharing, and other self-help options (e.g., help forums).

1.1.2. **Support:** Phone, chat, and Support Ticket support.

1.1.3. **Ability to Set Ticket Severities:** Customer can choose the Severity Level for each Support Ticket from the four (4) Severity Levels set forth in Section 1.1.4 and Section 1.2.3.

1.1.4. **Service Level Objectives (“SLOs”):** Varicent shall use commercially reasonable efforts to provide Customer initial responses on all Support Tickets within the SLOs set forth in the table below. For the avoidance of doubt, the SLOs described below are targets and not a guarantee of performance. Response times commence as of the time that Varicent receives the Support Ticket from Customer. “Support Service Hours” means Business Days, 9:00am-5:00pm in Customer’s time zone.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Severity Description</th>
<th>Response Time Objective</th>
<th>Response Time Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical business impact/service down: The Cloud Service for Symon is not Available or all critical features and functionality of the Cloud Service for Symon are not functioning.</td>
<td>Within 1 hour</td>
<td>24x7x365</td>
</tr>
<tr>
<td>2</td>
<td>Significant business impact: A feature or function of the Cloud Service for Symon is severely restricted in its use, resulting in a significant impact on business operations. Customer is in jeopardy of missing business deadlines.</td>
<td>Within 2 Support Service Hours</td>
<td>Support Service Hours</td>
</tr>
<tr>
<td>3</td>
<td>Minor business impact: A feature or function of the Cloud Service for Symon is not performing in accordance with the Documentation but does not result in a critical impact on Customer’s business operations.</td>
<td>Within 4 Support Service Hours</td>
<td>Support Service Hours</td>
</tr>
<tr>
<td>4</td>
<td>Minimal business impact: An inquiry or non-technical request.</td>
<td>Within One Business Day</td>
<td>Support Service Hours</td>
</tr>
</tbody>
</table>

1.2. **Premium Support.** “Premium Support” is for Customers who have a strategic dependence on the Cloud Service for Symon who require support from and access to named Varicent Support Personnel. Premium Support includes:

1.2.1. **Support:** As set forth in Section 1.1.

1.2.2. **Direct Access to Premium Support Representatives:** In depth technical support provided directly by Varicent subject matter experts on all Support Tickets.

1.2.3. **Service Level Objectives:** Varicent shall use commercially reasonable efforts to provide Customer initial responses on all Support Tickets within the SLOs set forth in the Table below. For the avoidance of doubt, the SLOs described below are targets and not a guarantee of performance. Response times commence as of the time that Varicent receives the Support Ticket from Customer.

<table>
<thead>
<tr>
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<th>Severity Description</th>
<th>Response Time Objective</th>
<th>Response Time Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical business impact/service down: The Cloud Service for Symon is not Available or all critical features and functionality of the Cloud Service for Symon are not functioning.</td>
<td>Within 15 Minutes</td>
<td>24x7x365</td>
</tr>
<tr>
<td>2</td>
<td>Significant business impact: A feature or function of the Cloud Service for Symon is severely restricted in its use, resulting in a significant impact on business operations.</td>
<td>Within 1 Support Service Hour</td>
<td>Support Service Hours</td>
</tr>
</tbody>
</table>
### SOFTWARE SCHEDULE:
#### SYMON

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Severity Description</th>
<th>Response Time Objective</th>
<th>Response Time Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Minor business impact: A feature or function of the Cloud Service for Symon is not performing in accordance with the Documentation but does not result in a critical impact on Customer’s business operations.</td>
<td>Within 2 Support Service Hours</td>
<td>Support Service Hours</td>
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<td>4</td>
<td>Minimal business impact: An inquiry or non-technical request.</td>
<td>Within 4 Support Service Hours</td>
<td>Support Service Hours</td>
</tr>
</tbody>
</table>

1.2.4. **Assigned Customer Success Manager (“CSM”):** Up to eight (8) hours of an assigned CSM per week to assist Customer with the Cloud Service. Customer’s CSM shall provide proactive, focused attention to help close issues impacting Customer’s business. Customer’s CSM shall also provide technical insights into new Varicent product and service offerings and any new updates that may benefit Customer’s business.

1.2.5. **Business Reviews:** Every quarter, Customer’s CSM shall conduct comprehensive business reviews on Customer’s account to review Customer’s Cloud Service for Symon use to verify the use and performance of Customer’s infrastructure and platform services and provide recommendations to optimize Customer’s business operations.

1.2.6. **Solution Architect Consultation:** Customer’s TAM shall consult with Varicent’s solution architects to assist Customer in the translation of requirements into a tangible solution and guide Customer in the selection of applicable products and services to solve Customer’s technical and/or business problems.

2. **SUPPORT PROCESS**

2.1. **Support Hours.** Varicent shall provide Support Services for Severity 1 Support Tickets twenty-four hours a day, seven days a week (24x7). Varicent shall provide all other Support Services during the Support Service Hours.

2.2. **Process.**

2.2.1. All requests for Support Services shall be submitted by Customer through Varicent’s Support Ticket system. Each Support Ticket shall have a unique case number assigned to it which shall be referenced by both Parties in all correspondence regarding that Support Ticket. Unless Customer has subscribed to receive Premium Support, upon receipt, Varicent shall assign a Severity Level to the Support Ticket. Varicent shall use commercially reasonable efforts to reproduce and diagnose all Support Tickets and correct all issues that it is able to reproduce.

2.2.2. If Customer needs to open a Severity 1 Support Ticket, Customer shall (a) create a Support Ticket and set its Severity Level to “Sev 1 – Critical Impact/Service Down” or (b) email support@varicent.com and put “Sev1” in the subject line, which shall generate an alert to the Varicent Support Services team.

2.2.3. If Customer would like to speak directly to a Varicent Support Services team member, Customer shall send an email to support@varicent.com with “call me” in the subject line and a Varicent Support Services team member shall call Customer.

2.3. **Customer Assistance.** Customer shall promptly provide Varicent with reasonable assistance in determining the source of and resolving Support Tickets. Such assistance shall include, upon Varicent’s request, allowing Varicent to remotely access the Customer Systems and sending information or system data to Varicent.

3. **EXCLUSIONS**

Notwithstanding anything to the contrary in this Annex, Varicent shall have no obligation to provide, and the Support Services expressly exclude issues arising from: (a) Customer’s, its Subsidiaries’, or any Authorized User’s use of any Customer Systems that do not comply with the System Requirements; (b) networks, systems, hardware, equipment, or software not provided by Varicent installed on or used in connection with the Customer Systems; (c) Customer’s, any of its Subsidiaries’, or any Authorized User’s negligence, operator error, or use of the Cloud Service for Symon other than in accordance with the Agreement and Documentation; (d) Customer’s, any of its Subsidiaries’, or any Authorized User’s failure to secure login and password information or otherwise safeguard the Cloud Service against unauthorized access through Customer’s or its Authorized Users’ accounts; (e) Customer’s system management or system administration duties, including connectivity issues caused by corporate networking (firewalls, proxies, etc.); or (f) Customer’s failure to comply with Section 2.3.