



Global Maintenance and Support Plan

February 11, 2019
Customer Engagement Optimization Solutions

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About Verint Global Support

“Verint Global Support” aims to provide world-class support. Verint offers a variety of support plans for Customers to subscribe to as each Customer deems appropriate.

Verint Global Support provides maintenance and support for Products provided to Customers¹ of Verint, in accordance with the terms and conditions of this Maintenance and Support Plan (“**Support Plan**”), and the agreement executed between Verint and its Customer. The terms of support will depend on the specific terms of Customer’s Agreement with Verint, and the level of Support subscribed to by Customer. The terms of this Support Plan are subject to change at Verint’s discretion.

Notwithstanding any changes made by Verint to the Support Plan, the Support Plan in effect for each Support term is the plan in place at the time of subscription and will continue through that Support term. If during any Support term Verint revises the Support Plan, the revised Support Plan will not be effective until Customer’s first renewal of Support following the announcement of the revised Support Plan.

The “Support Plan” summarizes the terms of the maintenance and support for Products provided to Customers by Verint. It also details the availability of corrections, patches and new versions of Software products and identifies the supported Customer’s responsibilities.

Products (inclusive of all Versions and Updates) must be properly installed and configured by Verint or a Verint Verified Partner² in order to receive support³.

Subject to the terms below, Support includes assistance with procedural questions and error messages, troubleshooting of suspected material Product defects and Errors, access to Error Corrections (code corrections), Service Packs, Updates and Versions as set forth herein. Verint will provide access to Product Updates when they are made Generally Available. The method of correcting material Product defects or Errors may include program corrections, a direction as to how to avoid an Error, or the implementation of an Update, or a new Version. Support is provided for Software issues that are demonstrable in the currently supported Versions of a Verint licensed program and running unaltered in a computing environment that meets Verint’s minimum specifications including, but not limited to, on a certified hardware, database and operating system configuration.

Keep in mind that if, during the troubleshooting process, the source of the issue is determined to be the result of either altered Verint Product or non-Verint products, the time spent performing analysis of the issue is billable to Customer and Customer must pay for such out-of-scope service at the then-current pricing.

Product Version and supported platforms information is available through Verint’s web-based Customer support system.

Support is provided in local language as, and when, available.

¹ A “Customer” as referenced in this Support Plan is either (i) a direct customer of Verint (where the customer has purchased support services directly from Verint), or (ii) a partner of Verint (where that partner has sold support services to its end user, with a portion of those fees paid to Verint for the performance of its tiered obligations) and that partner’s end user. With respect to partners, please see your master reseller agreement for delineation of tiered responsibilities in supporting partner end users.

² A Verint Verified Partner is an organization that has been confirmed by Verint to have completed the Verint recommended training accreditations and as having met all other Verint partner program criteria.

³ With the exception of patches and hotfixes installable by Designated Employees.



Plan Summary

The following table provides a list of the various services included in each of the Support Plan levels.

Item	Premium Plus ⁴	Premium	Standard ⁵	Basic ⁶
24 x 7 product support for Severity 1 and Severity 2 incidents	X	X		
Product support for all Severity levels during Local Business Hours	X	X	X	X
Prioritized Incident Routing	X			
Software Updates and feature packs (does not include services)	X	X	X	
Software patches, HotFixes (does not include services)	X	X	X	X
24 x 7 access to the Verint web portal including access to Product documentation, patches and feature packs downloads and web ticketing	X	X	X	X
Remote access and diagnosis	X	X	X	X
Defined incident response	X	X	X	X
Targeted Response Times (hours)				
Severity 1	1	1	2	4
Severity 2	2	2	4	8
Severity 3	Next business day	Next business day	Next business day	2 nd business day
Replacement Parts ⁷	Included	Included	Included	Included
User conference passes	2 per year	2 per year	0	0
Assignment of Support Account Manager who will provide the following during Local Business Hours:	X			
• Support Incident Reviews	X			
• Monthly Metric Reporting	X			
• Monthly Metric Review Meetings	X			
• Patch and HotFix release planning	X			
• Release note review sessions	X			
• Support Liaison for incident escalations	X			
• Point of contact for Support needs	X			
• Review of updates on relevant support topics	X			
• Attend one site visit per year	X			
Additional Services ⁸ as described below:	X			

⁴ Available in select markets. Not currently available in the APAC or EMEA regions.

⁵ The Standard Support Plan level is the only plan available for Telligent (Social Communities), Enterprise Feedback Management (EFM) Software and Retail Financial Services (RFS)

⁶ Available in select markets only. Not available in the North, Central, South America, Australia or New Zealand.

⁷ Solely for Hardware provided by Verint to Customer under the Agreement

⁸ Scheduled via a Verint Professional Services Director (or their designate) [the "PSD"] is the point of contact for Customer to schedule these services at no additional cost to Customer. Note: These services must be consumed at one time during the applicable Support term and any services that remain unused during a Support term are forfeited and do not carry over into the following Support term.



Twenty-four (24) consecutive hours of application, technical or business consulting annually ⁹	X			
Two (2) 8-hour AdviceLine packages ¹⁰	X			
Four (4) Verint University credits ¹¹	X			

“Local Business Hours” are those applicable time periods set forth in the **Verint Support Contact Information table.**

⁹ Cannot be used as a credit to an existing project

¹⁰ Available for select products only

¹¹ “credit” is one (1) day of training for one (1) person



Verint Support Contact Information and Local Business Hours for all Products excluding Engagement Management, Next IT and Telligent

Region	Verint Contact Center Location	Contact Information	Local Business Hours ¹²
Americas	North America	Web Portal: http://community.verint.com Phone: 888-9-VERINT (888-983-7468) 770-754-1870	8:00am – 8:00pm Mon – Fri ET
Asia Pacific (APAC)	Israel	Phone: +972 9 962 5881 Email: em.support@verint.com	9:00am – 6:00pm Sun – Thu
	India	Phone: +91 124 4159555-666; +91 98 99 55 59 97 Email: HD_India@verint.com	9:00am – 6:00pm Mon – Fri
	Hong Kong	Phone: +852 8103 0104 Email: HK_WAS_SUPPORT_CCD@Verint.com	9:00am – 6:00pm Mon - Fri
	Australia & New Zealand	Phone: 1300 VERINT (1300 837468) within country +61 2 8907 0300 – outside country Email: ANZ-support@verint.com	9:00am – 6:00pm Mon – Fri
	Japan	Phone: +813 6261 0970 Email: Japan_helpdesk@verint.com	9:00am – 6:00pm Mon - Fri
Europe Middle East and Africa (EMEA)	UK	Web Portal: http://community.verint.com Phone: +44 (0) 845 843 7333	8:00am to 6:00pm Mon – Fri
	Netherlands Customers Only	Web Portal: http://kayako.verint.com Phone: +31(0)20-7991999 Email: nl-support@verint.com	8:00am to 6:00pm Mon - Fri
	Belgium Customers Only:	Web Portal: http://kayako.verint.com Email: be-support@Verint.com	8:00am to 6:00pm Mon – Fri

Verint Holidays can be found at <http://www.verint.com/verint-holiday-schedules/>

¹² All local business hours listed are exclusive of Verint Holidays observed in that center



Engagement Management Support Contact Information and Local Business Hours

	AMERICAS	EMEA	UK	AUSTRALIA	SINGAPORE	HONG KONG
Hours	8:00am - 6:00pm local time					
Telephone	1-866-753-KANA (5262)	+31-20-2015217	+44 (0) 844 478 0415	+61-3862-37224	+65-6415-5154	+85-2300-27863
Email/Web Engagement Management	KanaEnterpriseSupport@kana.com http://community.verint.com					
Email/Web: Government Engagement Management	support@kana.com http://kanacommunity.verint.com/					

EM Professional Only Support Contact Information and Local Hours		
	Americas	UK
Hours	8am-8pm ET	8am-6pm UK
Telephone	1-866-753-5262	0044 (0)844 478 0415
Email	support@kana.com	
Web	mykana.com	

Next IT Support Contact Information

Hours of Support	Channel	Contact
8:00 AM to 5:00 PM Pacific Time Monday – Friday Excluding Holidays	Email ¹³	support@nextit.com
	Phone	1-888-243-6806

¹³ Response times for issues reported by email are constrained by business hours. Issues reported by email after hours will be responded to on the following business day. Customers are instructed to report P1/P2 issues by phone only after hours.



Telligent Support Contact Information

Hours of Support	Channel	Contact
8:00AM to 6:00PM CT Monday – Friday Excluding Holidays	Email	support@telligent.com
	Phone	+1 877-739-5530 (US) 0845 8437333 (EMEA)
	Web	www.telligent.com/support

Severity Level Definitions

Incident Severity	Description
Severity 1	Production system is down. All or a substantial portion of your mission critical data is at a significant risk of loss or corruption. Your business operations have been severely disrupted.
Severity 2	Major functionality is severely impaired. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. Performance of business system is significantly impacted
Severity 3	An Error that results in minimal impact on business operations where the Product may be usable, but there is only a minor impact on performance where one or more functions do not operate optimally.

Support Tools

The Verint web portal¹⁴ provides a set of tools to allow your organization to open new support incidents, search existing support incidents and obtain general Software information, documentation and customer installable patches and HotFixes. In particular, the Verint web portal provides customers with the ability to log incidents and get product information 24 hours a day, seven days per week, excluding downtimes for routine maintenance or unforeseen outages.

Support Tools set-up, Enablement, and Access

At least one of the designated Customer contacts within your organization must be identified as the administrator. This individual must be trained on the Verint system and will be responsible for tracking license compliance and performing day to day monitoring, health checks and system maintenance as well as requesting new user access. Your organization may assign as many Verint trained administrators as required to meet the business needs (i.e. geographical considerations, back-up coverage, etc.) subject to licensing limitations related to certain products as set forth in orders.

The first step in assigning an administrator is to have them added as a Designated Employee within the Verint Incident management system and to be registered for access to the Verint web portal by the Verint Support team. Additionally, all other Designated Employees will need to be added to the Verint Incident

¹⁴ APAC (non-KANA) and Next IT Customers who do not have web portal access should reach out to their local Support center via phone or email utilizing the contact information presented earlier in this document.



management system and to obtain their own login to the web portal. Please contact your local contact center for assistance in adding contacts and obtaining web portal access.

The following is available to registered users of the Verint web portal:

- Verint Global Support contact information
- access to the Web Incident module which includes the ability to:
 - enter support incidents via the web
 - search, view and report on existing support incidents
 - update notes, attach files and/or close existing incidents
- obtain product downloads as entitled under the level of Support to which you are subscribed
- obtain customer installable Software patches and HotFixes¹⁵
- access the Verint Extranet to obtain product documentation and other valuable information

Support Process

Verint Global Support is the focal point for all Customer requests related to the use and support of licensed Product. To initiate a request a Designated Employee should log an incident with Verint Global Support. For the most efficient handling it is recommended that the issue be logged in the Verint web portal where available¹⁶ utilizing the web portal link for the product and region as outlined in the Contact Information section of this document. Alternatively, the Designated Employee may contact Verint Global Support via phone to report the issue. Support incidents related to Product Errors are assigned to a Product Support Specialist based on the Severity level of the Error and the order in which they are received.

Customers may submit incidents via the Verint web portal on a 24 x 7 basis to be addressed during plan hours. Severity 1 issues must be reported via the telephone support line¹⁷.

The following information is needed when opening a support incident:

- Customer name, contact name, phone number, cell/pager number and email address. This information will be auto-populated in the web incident based on customer login
- Site location impacted
- Product, Product version and information on all systems within the environment
- System connection details
- Detailed description of the problem including description of events leading up to the problem
- Number of users impacted
- When the problem began (date and time)
- Steps taken to troubleshoot and remedy the issue
- Where in the application the symptom(s) present themselves
- Whether the issue can be reproduced on demand with a non-modified version of the Software
- Description of any attempts that have been made to reproduce the issue. Provide documentation and data, if applicable, along with the exact steps taken to reproduce.
- Screenshot of error, or if screenshot unavailable, detail of exact error message displayed.

¹⁵ For selected products.

¹⁶ APAC region customers reporting issues for products other than Customer Engagement Management (KANA) products or Next IT customers should email their local Verint Contact Center.

¹⁷ Outside of local business hours Customers subscribing to the Premium or Premium Plus plan must report Severity 1 and Severity 2 issues via the telephone.



- Summary of any and all configuration and/or process changes made to the Product and/or Customer Environment recently.
- For Partners additional information will be needed including:
 - Description of Troubleshooting performed
 - Log files and associated analysis
 - Environmental errors if applicable

Remote Diagnostic Tools

The Product Support Specialist assigned to an incident will assess whether remote problem diagnosis will expedite the analysis, troubleshooting and resolution of the reported issue. Remote diagnostic tools are used if the Customer agrees to allow remote access in order to expedite the analysis of an issue. Product Support Specialists may require system administrator or Verint administrator capabilities to perform command line functions when connected to Customers' systems. If remote access is not authorized, additional charges may apply.

Verint Global Support utilizes industry standard tools such as WebEx to provide collaboration for application sharing and problem diagnosis. In certain cases point to point VPN may also be considered. If remote access is not authorized, time to resolution may be impacted, and additional charges may apply.

Incident Management

Incident management includes the following:

- Severity classification, triage and discovery
- Assignment of incident ownership, monitoring, tracking and communication with Customer
- Investigation and diagnosis
- Provision of workaround and/or Error Correction as available

Incident Closure

Incidents will generally be closed with Customer's consent. However, incidents will be deemed closed if Customer is unresponsive to multiple attempted communications by the Verint Global Support team. Additionally, Customer may close an incident via the Verint web portal should they determine the issue is resolved or that assistance is no longer required.

Re-opening Incidents

An incident may be re-opened within 30 calendar days of closure by contacting your local Support center.

Escalations

In the event that an issue needs to be escalated, please contact your local Support center and reference your incident number.

Incident Updates

The Verint web portal provides visibility to your support incidents. Verint will use commercially reasonable efforts to provide you the status of open and active incidents based on the Severity level of the applicable request.



Verint Responsibilities

The following terms define Verint's roles and responsibilities.

- Assistance with Error messages — Verint Global Support staff are available to help Customers interpret job logs and/or Error messages.
- Assistance with the interpretation of Software Documentation — Verint Global Support can provide Customers with assistance in interpreting Verint Product Documentation.
- Clarification of Software Use — Difficulties may be encountered if Verint Software is used in a manner contrary to the Documentation. In these instances, Verint Global Support may clarify the Verint documented use and may advise alternative options that comply with the Documentation. When training is required, Support personnel may refer Customers to the Verint Professional Services team to purchase and schedule training and/or consulting. Verint Global Support does not deliver training or consulting as part of these Support services.
- Isolation of a suspected Error— If a Customer suspects the Verint Software is not operating as the Documentation indicates and opens an incident, Verint Global Support will work with the Customer to diagnose the suspected Error provided the Error can be replicated.
- Incident technical escalation management — Verint Global Support staff serves as a liaison with Verint Product Development to analyze Software issues and provide Software Updates when Verint deems warranted.
- “How to” assistance –
 - Allows Designated Employees to ask common procedural questions that can typically be answered within a fifteen (15) minute time period that they have with their Verint Products.
 - Covers processes, Software functionality, and Software feature-related questions.
 - Is not a substitution for training and is not intended to, nor does it substitute for, ordinary professional services when implementing Verint Products.
 - Verint reserves the right to review the incident volume and usage of “How to” assistance. At Verint's sole discretion, Verint may refer the Customer to Verint sales for guidance and assistance on the purchase of appropriate services such as Verint AdviceLine or other Verint consulting or learning services.
- Troubleshooting of issues through remote diagnosis — When Support personnel are assigned to an incident, all commercially reasonable attempts are made to resolve the incident in a timely manner. Sometimes this includes remote diagnosis to troubleshoot the suspected issue.

Customer Responsibilities

Customers who have a current subscription to a Verint Support Plan level should reference the applicable chapters in this Support Plan that define the Support services they are eligible to receive under that Support Plan level.

What to do Before Reporting a Support Issue

The following is required to enable Verint to perform Verint's obligations under this Support Plan. Should Customer fail to provide the required information and/or perform Customer's obligations described in this Support Plan Verint may discontinue providing Support services for the incident involved.

- Designate a resource as the Customer contact who is appropriately qualified, English speaking¹⁸, and who has successfully passed Product training provided by Verint or its authorized third party, on Product operation, administration, and system maintenance. This Customer contact will serve

¹⁸ Support is provided in local language as, and when, available.



as the primary point of contact with Verint, or its authorized third party, for all support activities performed hereunder.

- Promptly inform Verint Global Support when a change in your Designated Employees occurs
- Use Verint supplied self-help tools on the Verint Support portal prior to opening a support incident
- Perform proactive monitoring of solution; evaluate and act on system alarms as needed
- Complete routine tasks as specified in Verint Documentation
- License, install and maintain antivirus software. Ensure antivirus software is compatible with the Microsoft operating system and is configured according to Verint configuration specifications.
- Shut down and restart systems in a controlled manner and perform subsequent testing to ensure all is in working order.
- Perform daily checks on all system components including the use of proactive monitoring tools and loggers
- Validate and maintain system configuration records (pre and post change), including moves and other changes
- Perform full system backups of data and configuration
- Create and maintain necessary backup and recovery processes for the Verint Products
- Create and maintain necessary backup copies including the log files of the Verint Software
- Install third party updates in accordance with Verint's recommendations, certification document, and/or change management
- Maintain accurate records of all support activity during the incident lifecycle and monitor trends
- In the event Customer engages a third party to assist in the maintenance and/or running of Customer's Environment (subject to the Customer's Agreement), ensure such third party is Verint trained.
- Assist Verint with Incident management, including:
 - Initial investigation
 - Data collection (database files, log files, crash dumps, error messages, trace files, screen shots, etc.)
 - Troubleshooting
 - Restoration of service by implementing a known work around
 - Restarting services as required to maintain availability
 - Involvement with resolving incidents or problem root cause analysis
- Provide Verint remote access. Response time targets assume Customer's timely provision of remote access.
- Ensure availability (on-site if necessary) of expert personnel (including any necessary third party experts and regardless the time zone where the expert resides) to work with Verint through incident resolution during the Support hours defined by your level of Support plan.
- Establish and maintain a non-production Verint Product test environment that is managed and maintained to a similar standard as Customer's production environment (e.g. same version levels for Product and third party software). Due to the potentially unlimited combinations of environments in which Customers may be operating, Verint is not able to emulate each Customer's environment when attempting to replicate a reported Error. Therefore, the initial tests to determine if an Error exists within a Customer Environment must be performed by the Customer prior to reporting the Error to Verint.



- If Verint determines Verint must travel to the Customer site to perform Verint's duties hereunder, Customer is required to provide Verint with reasonable access to the applicable physical site as well as to the data relating to the operation of the Product at that site and an adequate working space and facilities. Related travel expenses are not included within this plan and are billable to Customer.
- Permit only trained and certified personnel to use and administer the Verint Products.
- Permit only trained Verint or Verint Verified Partner individuals to install, upgrade, configure or troubleshoot the system.
- Maintain sufficient computing system resources to support Customer's usage volumes and use any and all necessary system management tools to monitor and manage the Verint Products.
- Customer must secure Verint agreement to billable assistance at least 14 days prior to Customer undertaking any planned changes in the computing environment and create all appropriate testing and reversion plans.
- Notify Verint of all site changes or license moves.

Fault Replication

As a part of the troubleshooting process, Verint Global Support may ask you to replicate and document the issue in your test environment. Verint will also attempt to replicate the issue in Verint's internal laboratory and verify if the issue exists on the latest Software revision.

While Verint will use every reasonable endeavor to troubleshoot an issue, if the issue can't be replicated, Verint may instruct Customer to put controls and logging in place so that in the event the issue recurs sufficient information might exist to enable a more precise determination of the cause. In these cases, the Support incident may be closed and re-opened when, and if, the issue recurs and the logging is available to investigate further.

Product Error

If the issue appears to be an Error, the Product Support Specialist will determine whether a fix or workaround exists.

Protecting Your Data

Your company is responsible for all data resulting from or relating to the use of any Products, including, without limitation, all data inputs, data outputs and the quality, accuracy, and integrity of any data. In addition, your company is responsible for the preservation, maintenance, storage, and backup of all of your Verint databases consistent with accepted database administration standards. Prior to permitting Verint to access and support as provided in this Support Plan, Customer must ensure any data related to the applicable system is backed up.

Verint is not responsible for remediating any lost or corrupt data resulting from an Error in the Products or the provision of Support under this Support Plan. Additionally, Customer understands that Verint is not responsible for any data replication, manipulation, merging, or recovery efforts under this Support Plan.

Exclusions to Support

Verint Global Support will use commercially reasonable efforts to identify a root cause and provide technical solutions for all Errors provided the Product is in good working order as of the start of the then-current Support term and has been, and continues to be, maintained by Customer in accordance with the Documentation. This Support Plan does not cover support for Errors in any Product where that Error is a result of:



- Customer's failure to: (i) correctly install Updates or other modifications to the Product provided by Verint, (ii) prepare a computing environment that meets the specified Customer Environment prior to Product installation or to maintain such Customer Environment and Product thereafter, (iii) grant access and security authorization, or (iv) provide necessary communications mechanisms;
- Errors resulting from misuse, abuse, negligence, or improper use of all or any part of the Product; or problems to or caused by products or services not provided by Verint. This includes:
 - Customer installing and/or updating
 - "Anti-Virus" software
 - "Microsoft operating system software Service Packs and Updates"
 - other third-party products
 - Issues relating to Customer Environment such as network, telephony or desktops.
- Reinstallation of software due to equipment failure or reason other than due to Error in Software
- Installation, upgrade and/or configuration of Software by any party other than Verint or a Verint Verified Partner trained resource shall automatically relieve Verint's obligations under this Support Plan.
- Product modification, amendment, revision, or change by any party other than Verint or Verint's authorized representatives
- Issues related to electrical failure, internet connection problems, any issue related to data including but not limited to: data input, output, integrity, storage or back-up and any and all other external and/or infrastructure problems, which shall be deemed under Customer's exclusive control, and Customer's sole responsibility
- Virus remediation

If after investigation Verint Global Support determines that the issue and/or Error is attributable to one or more of the above, Verint reserves the right to invoice Customer for the total amount of time spent by Verint addressing such issue and/or Error at Verint's then-current time and materials rates.

Additional "For A Fee" Services

In addition to the exclusions set forth above, the following items are also considered outside the scope of Verint maintenance and support and may be purchased by Customer from Verint via an order for services. This is not an all-inclusive list.

- Updates to the Software integrations provided by Verint
- Reinstallation of the Software
- Except as expressly stated otherwise herein, installation of any Verint Software patches. Updates, Versions or any product upgrades
- Reconfiguration of any Products related to moves, adds or changes such as Customer changes to the Customer Environment or to third-party products
- Support of Customer server certification activities / Security certificates (SSL certificate updates)
- Consulting on technical configuration or set up of advanced features (i.e. SNMP set up and email configuration, disaster recovery/fail-over configuration and testing, Desktop Process Analytics tags, etc.)
- Solution audits, health checks and solution validation
- Solution design modifications (hardware/software relocations, hardware component modifications, or services related to problems resulting from solution design modifications not performed by Verint or an authorized Verint partner)
- IP address changes
- Decommissioning of sites
- Out of hours' standby assistance for a Customer planned event



- Requests for scripting and reports
- Data cleanup, merging, or recovery efforts
- Phonetic boosting for Verint Speech Analytics Software
- Onsite support assistance

Maintenance and Support Fees

Support fees are due and payable annually, unless expressly stated otherwise in the relevant order document or Customer-specific agreement. A Customer's purchase order and/or other required documentation is required to process the annual Support renewal with Verint. Invoices are issued upon receipt of the required purchase order and/or other documentation and are sent to the billing address designated. Failure to submit the required purchase order and/or documentation and to make payment of the applicable annual Support fee prior to the expiration of the then-current Support term will result in termination of Support.

If a Customer's Support contract auto-renews pursuant to the Customer-specific agreement and Customer fails to provide either notification of changes to the next year's Product configuration and/or notification of intent to cancel to Verint at least sixty (60) days prior to the expiration of the then-current Support term then Support will be deemed renewed for the next annual term and Customer is obligated to pay the applicable renewal fee.

In the event Support coverage lapses, Customer may request that Verint reactivate Support coverage subject to the following:

- Verint will assess the Product operation, and Customer agrees to reimburse Verint for those services and related expenses required to assess and restore Product to its normal operation, including, but not limited to, Verint's installation of Updates;
- Payment by Customer to Verint of the then-current Support fees for the then-current annual Support term; and
- Payment by Customer to Verint of the Support fees that would have been paid during the expired Support period(s), plus an additional (a) twenty-five percent (25%) of the total Support fee for both the lapsed time period and the then-current Support term if the lapsed period between the expiration or termination of the last Support term to which Customer had subscribed is six (6) months or less; or (b) fifty percent (50%) of the total Support fee for both the lapsed time period and the then-current Support term if the lapsed period is greater than six (6) months.

SUPPORT PERIOD

Unless expressly stated otherwise in the applicable Product order or Customer-specific agreement, the initial Support term for Products commences on the applicable Product order date and continues for twelve months thereafter. Support terms are non-cancelable and Support fees are non-refundable. Verint is not obligated to provide Support after expiration, non-renewal and/or permissible termination of Support due to an uncured breach as set forth in the Customer-specific agreement.

Support Plan Consistency

Customer must subscribe to the same level of Support for all licenses of any and all Products and all other Products that are utilized in conjunction therewith or on which a dependency exists (e.g. Standard or Premium).

Reduction of Licenses and Support Pricing for Renewal Terms

Customer may elect to "suspend" Support for a limited number of licenses by providing Verint sixty (60) days prior written notice and delivery of a completed "License Use Reduction" ("LUR") form. As a result of suspension of licenses, Customer may not use those licenses in any way however, Customer will pay to Verint a "suspension maintenance fee" on an annual basis equal to twenty-five percent (25%) of the Support fee that would have been paid had Customer not "suspended" such licenses. Furthermore, Customer will



be required to apply a new license key which will limit the licenses to the amount remaining active after such LUR. If a subset of licenses are suspended the new Support fees for the remaining licenses are calculated based on a pro-rata basis. Customer may “reactivate” suspended licenses at any time by signing a “License Reactivation” form and by paying to Verint (i) the remaining seventy-five percent (75%) of the annual Support fees that would have been paid had Customer not suspended such licenses, plus (ii) the annual Support fee for the reactivated licenses at Verint’s then-current rates.

Termination of Support for All Licenses

If Customer notifies Verint with sixty (60) days’ prior written notice before expiration of the then-current term that Customer is terminating the Support for all licenses of all Products held by Customer, Customer will pay to Verint fifteen percent (15%) of the annual Support fee that Customer would have paid had Customer not terminated Support for all licenses held by Customer.

If Customer fails to notify Verint with sixty (60) days’ prior written notice before expiration of the then-current term that Customer is terminating the Support for all licenses of all Products held by Customer, Customer will pay to Verint fifty percent (50%) of the annual Support fee that Customer would have paid had Customer not terminated Support for all licenses held by Customer.

Once Support for all licenses has been terminated, Verint will not reinstate Support for any or all of such licenses.

Verint Software Not Covered Under a Support Plan

Customers that have no Support subscription for any Products and/or have some Products that are not covered by a Support Plan are not entitled to report Errors and/or issues, download or receive Updates, patches, fixes, telephone assistance, access to online support services, or any and all other services set forth in this Support Plan. Software licensed for trial use or demonstration purposes may not be used to update any unsupported Software.

Return Authorization

For Customer’s with Hardware covered by this Support Plan, Verint shall provide replacement parts to Customer on an as needed basis to correct Errors associated with that Hardware. Replacement parts may be new or refurbished. Verint will test each replacement part, and will configure any replacement parts in accordance with Customer’s instructions and specific configuration requirements. The provision of replacement parts by Verint does not include any additional hardware that may be required by Customer as a result of changes in their Customer Environment or changes in Customer’s use of the Product.

Any defective part, component or item of Hardware, whether or not as an update, shall become the property of Verint. Similarly, any part sent to Customer that is not ultimately used to correct an Error is the property of Verint. It is the responsibility of Customer to return all defective and unused part(s) to Verint, and the risk of loss for such parts remains with Customer until Verint’s actual receipt of those parts. Verint will generate an invoice to Customer in the event any parts subject of this Section are not returned within 7 business days.

Customer shall provide customs clearance in the country where Support is provided. Shipment of any parts must conform to Verint’s Repair Material Authorization (“RMA”) procedures.

Verint does not guarantee the timeframe for replacement hardware to arrive at a Customer site. Delivery is dependent on a variety of reasons including, but not limited to, customs inspection, equipment availability, resource availability, etc.

Return Authorization

Upon identifying a faulty component covered by this Support Plan, Customer should open a trouble incident using the service call procedure outlined above and obtain an RMA number from the regional Verint Support Center. RMA shipments to Verint must be shipped CIP (Cost and Insurance Paid), or equivalent, as per Incoterms 2000. RMA shipments from Verint to Customer will be shipped as DDU (Delivery Duty unpaid),



or equivalent, under Incoterms 2000. The RMA number should be clearly marked on the returned item, as well as the package and shipping documents. Each RMA shipment to Verint should contain a clear 'ship to' return address for the return shipment to Customer.

Advance Return Material Authorization (RMA)

Advance RMA of critical parts is available in certain circumstances. For the Advance RMA process, Verint will ship replacement parts to Customer in advance of receiving the Customer's defective part. Customer must return the defective part for receipt by Verint within 7 days of shipment of the replacement part. All defective parts returned to Verint must be shipped CIP. In the event Verint does not receive the defective part back from Customer within 30 days of shipment of the replacement part, Verint shall invoice Customer for the full list price of that part, and Customer agrees to pay that invoice in accordance with the Agreement payment terms.

Extended Support

The terms and conditions of this Support Plan are subject to Customer installing and operating the then-current Generally Available Version of a Product. Verint will provide Support hereunder for each Version of a Product up to End of Mainstream Support (which, unless otherwise extended by Verint via notice in writing, including on Verint's related Support website, occurs three (3) years after End of Sale). For clarity, please see the table below indicating the Support provided during the lifecycle of Versions:

Software Updates	End of Sale to End of Mainstream Support	End of Mainstream Support to End of Maintenance	Post End of Maintenance
Existing Error Corrections/Workarounds	Included	Included	N/A
New Error Corrections/Workarounds	Included	N/A	N/A
Product Support access	Included	Included	N/A
New Versions ¹⁹	Included	Included	N/A

- Please note that Verint will not provide certifications with new third party products /versions during the extended Support time periods identified in this Section.

Other

Customer agrees that any feedback, enhancements, functionality requests and other comments provided to Verint are provided freely, and Verint shall be free to (or not to) use, disclose, reproduce, license or otherwise distribute, and exploit those comments as Verint sees fit, and entirely without obligation or restriction of any kind.

¹⁹ New Versions may require the procurement by Customer of additional hardware, related third party software and/or installation and configuration services.



Definitions

All definitions shall be as defined herein and if not so defined shall be as defined in Customer's Agreement with Verint for the license and/or purchase of Product.

"Agreement" means a fully executed agreement with terms and conditions governing the license and/or purchase of Product, and the provision of support services by Verint.

"Customer" means an entity with an Agreement executed between it and Verint, where that entity is (i) a direct customer of Verint, or (ii) a partner of Verint that sells and/or licenses products to end users.

"Customer Environment" means the computing environment (excluding any software and/or hardware expressly provided by Verint under the Agreement) separately procured, prepared and maintained by Customer for the use and operation of the Product, which meets Verint's then-current minimum Product requirements.

"Designated Employees" means a reasonable number of Customer Personnel (including Customer's system administrator) who have received training from Verint on the applicable Product. Designated Employees may be changed by notice to Verint. Designated Employees must have the authority of the Customer to connect Verint support personnel to their Verint system and authorize system changes and/or updates in accordance with the Customer's internal change control procedures. Designated Employees may be changed by notice to Verint. **"Documentation"** means Verint's documentation delivered with the Software and/or Hardware describing the specifications and use of the Software and/or Hardware in the Customer Environment.

"EoS" or "End of Sale" means a Version of a Product is no longer sold (excluding any expansion sales of existing installations, which shall not serve to extend the EoS period). End of Sale occurs when either (i) Verint releases the next Version of that Product, or (ii) Verint issues notice, either in writing or on its related website, that it no longer intends to sell that Product.

"EoMS" or "End of Mainstream Support" means, unless otherwise extended by Verint via notice in writing, including on Verint's related Support website, the period ending three (3) years after EoS.

"EoM" or "End of Maintenance" means the date announced by Verint as the last day in which any Support will be provided by Verint for that Version of the Product, or if applicable, that Product; provided such date is after the date applicable to EoMS. In the event Verint does not announce a specific date for EoM, EoM shall occur twelve (12) months from EoMS.

"Error" means a failure of the Software and/or Hardware to substantially conform to the Documentation that Verint can replicate or Customer can duplicate.

"Error Correction" means revisions, modifications, alterations, and additions to the Software, provided by Verint to Customer as bug fixes or workarounds to resolve Errors.

"Generally Available" means the date on which a Product or Version of a Product is available for sale or license to Verint's general customers.

"Hardware" means computer and related equipment provided by Verint to Customer under the Agreement and this Support Plan. The term "Hardware" shall not include any hardware that is required as part of the Customer Environment and not provided by Verint as specified on an order with Verint.

"Product" means collectively, the Hardware, Software and related Documentation provided by Verint to Customer under the Agreement.

"Software" means the computer application programs (including, if applicable, any Updates and other developments provided to Customer hereunder) in object code form developed and owned by Verint or its licensor(s) and licensed under the Agreement and all permissible copies thereof.

"Support Plan" means the terms and conditions contained in this document.

"Updates" means periodic improvements or additions to the Software, including Error Corrections, Versions and other changes to the Software, that may be provided hereunder, if so specified for the Support



Plan level subscribed to by Customer, but excluding any new Software feature or substantial additional functionality which, in Verint's sole discretion, is subject to additional fees.

“Verint” means the specific Verint entity that has executed an Agreement with Customer.

“Version” means the Software configuration identified by a numeric representation, whether left or right of the decimal place.