

This Addendum, which includes the documents incorporated by reference in this Addendum (together, the “**Addendum**”), describes the Support Benefits and related terms, conditions, definitions, and exclusions applicable to the Support made available by Liferay under an applicable Appendix (each, a “**Support Tier**” and collectively, the “**Support Tiers**”). The Support provided by Liferay to Customer under the applicable Support Tier is subject to the scope, limitations, and exclusions set forth in this Addendum and any applicable Order Form. Any capitalized terms used but not defined in this Addendum have the meaning defined in the agreement to which this Addendum is attached (physically or by reference), such as the Liferay Enterprise Services Agreement (the “**Base Agreement**” and collectively, with the Addendum referred to as “**Agreement**”) and the applicable Appendix.

1. Definitions

“**Acknowledge Receipt Time**” means the time by which Liferay must respond to an Incident acknowledging receipt of the Incident as set forth in Section 4.3 below.

“**Business Day**” means a standard business day based on Customer’s “Support Region” and “Support Center” as set forth at www.liferay.com/support/coverage-areas-and-hours.

“**Business Hour**” means a clock hour during the standard business hours of a Business Day based on Customer’s “Support Region” and “Support Center” as set forth at www.liferay.com/support/coverage-areas-and-hours.

“**Designated Contact**” means Customer’s contact designated to communicate with Liferay for the provision of Support and/or any other Subscription Services.

“**Incident**” means a single, discrete technical problem that cannot be reasonably subdivided, and also that is not overly broad in scope, the severity of which shall be determined in accordance with Section 4.1 below.

“**Severity Level**” means the classification assigned to an Incident based on its nature, scope, and the business impact of the Incident on Customer’s systems or use of the Services, as determined in accordance with Section 4.1 of this Addendum.

2. Support Benefits

Each Support Tier offering provides Customer with one or more of the following standardized benefits described in the subsections of this Section 2 (each a “**Benefit**” and collectively, the “**Support Benefits**”). The specific Support Benefits included in a Subscription are as identified in Schedule 1.A.

2.1 Customer Portal Access

“Customer Portal Access” means the provision of on-demand access to Liferay’s Customer Portal during the Subscription Term. The Customer Portal provides Customer access to an expanding knowledge base, support information, compatibility information, checklists, FAQs, patching tools, security updates, newsletters, as well as access to all available versions of Liferay Software throughout their respective life cycle (and the applicable Third-Party Software) for electronic download from Liferay’s Customer Portal and, if applicable, access to certain other Web Based Services.

2.2 Unlimited Tickets

“Unlimited Tickets” means Customer may submit an unlimited number of Incidents through the Customer Portal during the applicable Subscription Term.

2.3 24/7 Production Incident Support

“24/7 Production Incident Support” means the availability of support coverage on a continuous, around-the-clock basis to provide assistance with system outages during the Subscription Term. Such support includes assistance to Customer’s Designated Contacts by providing guidance, troubleshooting support, and recommendations reasonably necessary to facilitate system stabilization and minimize operational disruption.

2.4 Sync Sessions

“Sync Sessions” means the provision of telephonic or virtual conference communication to facilitate support interactions, including exchange of information related to reported incidents. Sync Sessions are initiated by Liferay personnel and are subject to availability and mutual scheduling agreement.

Sync Sessions may include screen sharing sessions for the purpose of observing the documented Incident on Customer’s environment. In all such circumstances, Customer will have virtual control of the session. Customer is responsible for providing and maintaining the access and connectivity required for Liferay to participate in such sessions. Customer shall not display or share Personal Data during any Sync Session that would violate any applicable data protection or data privacy laws, contracts or regulations.

In the case of Severity 1 issues, global support involvement is initiated through the opening of a Severity 1 ticket, and Sync Sessions may be used to share information about the Incident if the ticketing system is unavailable or otherwise impractical. Support Engineers may assist Customer in documenting reasonably necessary information for creation of the associated support ticket.

2.5 Support Squad

“Support Squad” means the provision of support by Liferay Support Engineer(s) to a Customer Incident, facilitating continuity and context retention across related Incidents. The number of Support Engineers participating in a Support Squad (generally, two to three) shall be determined in Liferay’s sole discretion.

2.6 Production Incident Post Mortem

“Production Incident Postmortem” means the provision of a structured review conducted by Liferay, through applicable subject matter experts, following certain Severity 1 Incidents to analyze the Incident and document contributing factors. Where applicable, Liferay may provide a written root cause analysis report summarizing findings and observations intended to assist in reducing the likelihood of recurrence.

2.7 TAM Lite

“TAM Lite” means the standardized commercial offering as described in the applicable TAM Services Addendum.

2.8 Technical Account Management

“Technical Account Management” means the standardized commercial offering named “Liferay TAM Services” as described in the applicable TAM Services Addendum.

2.9 Production Incident Updates

“Production Incident Updates” means Liferay’s participation, in real-time coordination calls, convened in connection with Severity 1 Incidents to facilitate information gathering, status reporting, and escalation coordination among relevant parties, driving collaborative communication during an active incident and does not replace Liferay’s standard support processes or constitute hands-on troubleshooting, root cause analysis, or issue resolution. Participation is limited to Severity 1 Incidents only, with each session not to exceed thirty (30) minutes. Any summaries or updates resulting from such sessions will be documented in the applicable support ticket.

2.10 Security Guidance

“Security Guidance” generally means the provision of advisory support to assist Customer with security-related planning and best practices in connection with Customer’s use of the Services, including: (a) at least once per calendar month, reporting actionable vulnerabilities identified by Liferay for Customer Applications, (b) review and analysis of up to four (4) Customer-provided security scanning reports per annual Subscription Term, (c) review of Customer’s DDoS protection, limited to two (2) two-hour meetings per calendar month, (d) assistance in connection with completing Customer’s security questionnaires, limited to up to five (5) hours per calendar year, (e) security Incident forensics assistance to help Customer understand security Incidents affecting Customer’s system, limited to up to eight (8) hours per calendar year, (f) SIEM integration consultation limited to up to one (1) two-hour meeting per calendar year (NOTE: As a prerequisite, Customer is required to integrate applicable logs to the SIEM).

3. Use of Support Services

Support Services may be used by Customer's authorized personnel, support contacts, and contractors acting on Customer's behalf, subject to the conditions in this Addendum.

4. Support

4.1 Severity Levels

The Severity Level for a particular Incident is one of the following:

- Severity 1 ("Urgent") Incidents: A Severity 1 Incident means (i) the production system is severely impacted or completely shut down, or (ii) system operations or mission-critical applications are inoperable, or (iii) mission-critical applications that have experienced repeated material system interruptions that are effectively making the applications inoperable.
- Severity 2 ("High") Incidents: A Severity 2 Incident means (i) the system is functioning with limited capabilities, or (ii) is unstable with periodic interruptions, or (iii) mission critical applications, while not inoperable, have experienced material system interruptions.
- Severity 3 ("Normal") Incidents: A Severity 3 Incident means the system is fully functional, but there are observed errors that do not impact the usability of the system.
- Severity 4 ("Low") Incidents: A Severity 4 Incident means the system is fully functional but there are general questions about the Service, configuration settings, documentation, or feature enhancements.

Liferay will work on Incidents designated as Severity 1 twenty-four (24) hours a day, seven (7) days a week, ("24x7"), provided that if resolution of a Customer's issue requires input from members of Customer's project team and they are not available to work during those hours, Liferay reserves the right to lower the severity level to match the actual business impact, if applicable, until Customer's project team is available to support the Incident on a 24x7 basis.

4.2 Designated Contacts

Liferay will provide Support to Customer only through communication with the Designated Contacts. Customer may designate up to the number of Designated Contacts described in the table below based on the number of Subscriptions for Production Purposes Customer has purchased. Customer may add Designated Contacts by purchasing additional "Designated Contact Add-on" Subscriptions (as listed in Schedule 1.A). Customer shall use commercially reasonable efforts to maintain consistent Designated Contacts during the relevant Subscription Term, provided that Customer may change its Designated Contacts from time to time as a result of changes in employment responsibilities, transfers, leaves of absence, resignation or termination of employment of such individuals. Customer may not use a single Designated Contact to act as a mere forwarding service for other of Customer's personnel. Designated Contacts will derive the greatest benefit from the Subscription Services by completing Liferay's support onboarding materials and applicable certifications; however, such completion is not required where Liferay, in its discretion, grants an exception in writing.

Table 4.2

Number of Designated Contacts				
Number of Subscriptions for Production Purposes	Standard 8/5	Global 24/7	Premier 24/7	Strategic 24/7
1 to 4	2	3	4	5
5 to 8	4	6	8	10
9 to 12	6	9	12	15
13 to 16	8	12	16	20
17 to 20	10	15	20	25
21 and over	12	18	24	30

4.3 Acknowledge Receipt Times

Customer may report Incidents to Liferay in accordance with the contact information listed within Liferay's Customer Portal, currently at <https://support.liferay.com/>. After Customer has contacted Liferay about an Incident, Liferay will provide an acknowledgement of receipt within the applicable Acknowledge Receipt Time. If applicable, bug fixes will be delivered to Customer's Designated Contacts.

Table 4.3

	Standard 8/5	Global 24/7	Premier 24/7	Strategic 24/7
Severity 1	X	1 clock hour	1 clock hour	30 clock minutes
Severity 2	2 Business Days	2 Business Hours	1 Business Hour	1 Business Hour
Severity 3	2 Business Days	1 Business Day	4 Business Hours	4 Business Hours
Severity 4	3 Business Days	2 Business Days	1 Business Day	1 Business Day

4.4 Support Exclusions

Liferay is not obligated to provide Support Services in the following situations:

- i. Software is not covered by an active Subscription;
- ii. Software has been modified, changed, damaged by Customer in any way, except as provided in the applicable Documentation or otherwise as directed by or under agreement with Liferay, with or without malicious intent;
- iii. the Incident is caused by Customer's negligence, malicious intent, hardware malfunction, or other causes beyond the reasonable control of Liferay;
- iv. the Incident is caused by Third-Party Software, unless the Third-Party Software causes the Software to not substantially conform to the Documentation;
- v. Customer has been previously provided a fix for an Incident reported to Liferay and where Customer has not installed such fix within forty-five (45) days after its being given to Customer;

- vi. the deployment environment is not approved or supported by Liferay, as identified at www.liferay.com/services/support/compatibility-matrix;
- vii. Liferay has discontinued Support Services for the version of the Software in accordance with the EOSL Policy;
- viii. Liferay support team is unable to reproduce the issue in a default standard installation of the software; and/or
- ix. Customer communication, or attempts to communicate with Liferay outside of Liferay-designated support channels (e.g. the Liferay ticketing system).

Notwithstanding the above, Liferay may nevertheless, but is not obligated to, provide Support Services to Customer in the above cases (i)-(ix).

4.5 Support Tiers

Customer agrees not to use the Support Benefits from higher Support Tiers (e.g. Strategic 24/7) to provide such higher Support Benefits to Units with subscriptions to lower Support Tiers (e.g. Premier 24/7) unless Customer reports and pays for the higher Support Benefits on such Units.

4.6 Conditions for Providing Support

Prior to logging an Incident with Liferay, Customer will use commercially reasonable efforts to diagnose the nature of the Incident to ensure that it is resident in the Software and not a third-party application or component.

When logging an Incident in the Customer Portal, Customer shall provide the following results of the issue diagnosis:

- i. description of the steps necessary to reproduce the Incident in a standard or default installation of the Software;
- ii. description of the observed behavior performing improperly;
- iii. description of the symptoms of the observed behavior and the result;
- iv. description of what the proper behavior and the result should be;
- v. description of any recent changes and whether such changes previously performed properly;
- vi. relevant environmental details (software version, configuration settings, etc.);
- vii. relevant logs, screenshots, or videos;
- viii. development-related sample code demonstrating potential API/end points/integration issues.

During the collaborative initial phase of reporting an Incident, Customer will reciprocate a reasonable level of time and resources in accordance with the Severity Level of Incident. Customer acknowledges that Liferay's ability to perform certain aspects of Support Services may be conditioned upon access to and completeness of certain of Customer's information as reasonably requested by Liferay. Such information may include, but is not limited to, the type of hardware Customer is using, a description of the Incident for which Customer seeks Support, and any other additional software Customer is using.

Customer must communicate all Incidents and subsequent communications through the Customer Portal.

5. Quality of Service

Customer acknowledges and agrees that, in order for Liferay to provide a quality and responsive customer experience related to Customer's use of Services, Liferay will require, from time to time, Customer to promptly and comprehensively respond to Liferay's reasonable requests for information, including without limitation, Customer's testing requirements, use case descriptions, functional and operational goals and related information. As such, Customer agrees to respond to such reasonable requests from Liferay through Customer's Designated Contacts in a timely manner and, with at least commercially reasonable means, cooperate with Liferay's gathering of all such information



SCHEDULE 1.A: SUPPORT TIERS OFFERINGS

The Support Tiers offered by Liferay pursuant to this Addendum are identified below. And, the applicable Support Services to each Support Tier are identified in Table 1.A below.

TABLE 1.A

Benefits	Standard 8/5	Global 24/7	Premier 24/7	Strategic 24/7
Customer Portal Access	x	x	x	x
Unlimited Tickets	x	x	x	x
24/7 Production Incident Support		x	x	x
Sync Sessions		x	x	x
Support Squad			x	x
Production Incident Postmortem			x	x
TAM Lite			x	
TAM				x
Production Incident Updates				x
Security Guidance				x