

EXHIBIT C – STANDARD TECHNICAL SUPPORT POLICY

Last Updated: 25 June 2021

The Roambee Support team is dedicated to providing knowledgeable and timely responses to your support requests. Unless otherwise stated, these Technical Support Policies apply to technical support for all Roambee Devices and Services. All standard support inquiries are to be initiated via support@roambee.com or via support.roambee.com.

PRIORITY LEVELS & RESPONSE TIMES

The Roambee Support team understands that you require a timely response to your requests. The following section shows the different issue priority levels, their descriptions, and the guaranteed response time. Roambee shall provide the following Level 1-3 support to customer between Monday and Friday (excluding holidays) during the hours of 9 am to 6 pm local time via email (working hours). For the sake of clarity, “local time” means Customer’s service address as per the Order Form.

1. Level 1 Support

“Level 1 Support” means all initial and direct contact, and follow-up contact as appropriate, regarding Customer’s inquiries for technical support, maintenance and error correction for the Service, with limitation to information gathering, problem isolation and distribution of workarounds and fixes.

2. Level 2 Support

“Level 2 Support” means all initial and direct contact and follow-up contact as appropriate regarding customer’s calls or inquiries for technical support, maintenance and error correction for the Service, with limitation to information gathering, problem isolation and distribution of workarounds and fixes. Level 2 will address the following severity levels.

Severity Level 1 - Roambee failure leading to Service shutdown or inability to recover.

- 2.1. Response time will be 1 hour counting from entry of the ticket 24/7. For tickets submitted outside of the local working hours, the response will be the next business day.
- 2.2. Roambee targets resolution or work around of severity level 1 errors on an average of 8 hours.

Severity Level 2 - Service is functioning with limited capability or Service is unstable with periodic interruptions or in case of very slow performance of service (e.g. interruption of browser sessions)

- 2.3. Response time will be 8 hours counting from entry of the ticket 24/7. For tickets submitted outside of the local working hours, the response will be the next business day.
- 2.4. Roambee targets resolution or work around of severity level 2 errors on an average of 24 hours resolution.

Severity Level 3 – Functionality of dashboard is interrupted (e.g. alerts, password resets or in case of slow performance of service)

- 2.5. Response time will be 24 hours counting from entry of the ticket 24/7. For tickets submitted outside of the local working hours, the response will be the next business day.
- 2.6. Roambee targets to provide a temporary resolution in 3 days and a permanent resolution in 14 days.

3. Level 3 Support

“Level 3 Support” means providing corrective updates for the Service and follow up with Customer, as appropriate, between the days of Monday-Friday (excluding holidays) during the hours of 9 am to 6 pm local time via email. For the sake of clarity, “local time” means Customer’s Service Address. Level 3 support will address the following severity levels:

Severity Level 3

- 3.1. Errors not impacting Service.
- 3.2. Slow performance of Service.
- 3.3. Service enhancement requests.

Roambee will plan in a resolution as part of the regular release planning. Roambee will inform the Customer within two weeks from the time the Customers reports the problem or request in which release the resolution will be implemented.

Note: A response means that we will contact you to 1) acknowledge receiving your issue and 2) get any additional information that we will need in order to assist you.