Foundation Cloud Support and Maintenance

1.	**General**. Litera includes support and maintenance services with the Software Service. Support and maintenance services are as described below.

2.	**Maintenance and Support Services**. Maintenance and Support Services include the following:

(i)	**Maintenance Releases and Upgrades**: During the term, Litera agrees to deliver to Customer without charge any upgrades containing error corrections or enhancements to the Software Service ("Upgrades"). Litera may also offer to Customer new versions of the Software Solution, which contain additional functionality, subject to an additional license fee.

(ii)	**Standard Email Support**: Litera will provide Customer email support during normal business hours of Litera (Monday – Friday, 7:00 a.m. to 6:00 p.m. Central Standard Time, excluding holidays).

(iii)	**Critical Telephone Support**: Litera will use commercially reasonable efforts to provide Customer live telephone support 24 hours per day, 7 days a week for problems for Urgent issues.

Litera will use the following categories to provide a consistent classification of service interruptions.

Acknowledgement/initial response to issues will be handled as follows:

Severity	Business Hours	After Hours
Urgent	1 hour	4 hours
High	2 hours	Next business day
Normal	4 hours	Next business day
Low	Next business day	Next business day

Severity	Description
Urgent	Highest priority. Used for service interruptions, within Litera's control, where Customer is unable to access or use remotely the Software Services or when significant and substantial adverse operational impact occurs preventing any useful work from being done.
High	Used for service interruptions, within Litera's control, where Customer's production use of the Software Services is severely impaired or degraded preventing major functions from being performed.
Normal	Used for service interruptions, within Litera's control where Customer's production use of an important (but not critical or essential) function of the Software Services is disabled or impaired.
Low	Used for all other service interruptions, within Litera's control. Indicates that the service interruption causes minor adverse impact to Customer's use of the Services.