STARTREE SUPPORT SERVICES POLICY

This document describes StarTree's support policies for customers who have purchased a support services plan in connection with their use of StarTree products. It provides a description of the available technical support levels and describes StarTree's terms and conditions for support. Capitalized terms not defined herein have the meaning set forth in the agreement that applies to Customer's use of the StarTree product.

1. Support Services.

1.1 Customer Support Channels: StarTree shall provide the Support Services through its online support portal ("Support Portal"). Following submission of a Support Request, StarTree will communicate with Customer using email, the Support Portal, or video conferencing. Any necessary telephone support discussions will be scheduled in advance at a time mutually agreed by the parties and for durations and at a frequency that is commercially reasonable for StarTree. Support Services will be provided in English.

1.2 Hours of Operation: Customer may access the Support Portal and submit Support Requests twenty-four (24) hours a day, seven (7) days per week.

1.3 Support Request Prioritization & StarTree Actions: Support Requests will be categorized by priority level in accordance with the following definitions and StarTree will take the following actions:

Support Request Priority Definitions & StarTree Actions

Priority Level	**Definition**	**StarTree Actions**	**Target Response Times**
Priority 0 (P0) Service Outage	Urgent – Critical StarTree functionality is completely unavailable causing a material impact on Customer's business or operations, or there is a security breach of the infrastructure. No work-around is available. Examples of P0 events include: All or some production StarTree cluster unavailable or Production workloads failing	StarTree will: (i) assign specialists to work continuously to correct the Issue; (ii) provide ongoing communication on the status of the Update or Issue resolution; and (iii) simultaneously begin work to provide a temporary workaround or fix.	Within 1 hour

Priority 1 (P1) Performance Degradation	High – Critical StarTree functionality is interrupted, degraded or unusable, having a severe impact on Customer's business or operations. A work-around may be available. Examples of P1 events include: ● Production cluster not scaling up/down ● Multiple production workloads impacted, but not failing	StarTree will: (i) assign specialists to correct the Issue; (ii) provide ongoing communication on the status of the Update or Issue resolution; and (iii) simultaneously begin work to provide a temporary Workaround or Fix.	Within 7 Business Hours
Priority 2 (P2) Non-Production Issues	Normal – Non-critical StarTree functionality is interrupted, degraded or unusable, having a minor impact on Customer's business or operations. Typically, a work-around is available. Examples of P2 events include: ● Any issues affecting non-production clusters ● General interface issues – User Interface or API ● Ad-hoc queries failing or development workloads failing	StarTree will use resources during local Business Hours until the Issue is resolved, or a Workaround is in place.	Within 1 Business Day
Priority 3 (P3) General Questions / Feature Requests	Low – non-critical inquiries or issues, not impacting Customer's business operations. Examples of P3 events include: ● General inquiries including documentation, release content, billing and usage ● Enabling product features ● Any other general product issue	StarTree will triage the request, provide clarification when possible, and may include a resolution in a future Update.	Within 5 Business Days

During the submission process, Customer may assign a priority level to a Support Request. StarTree will review Customer's priority designation and respond in accordance with the applicable Target Initial Response Time. However, StarTree may re-assign the priority level if it believes Customer's designation to be incorrect based on the definitions specified in this Support Policy. StarTree will notify Customer of such a change in its response to the Support Request.

1.4 Responses. A "Response" is an initial reply to the Support Request. The "Target First Response Times" shall be measured by the elapsed time between StarTree's receipt of a Support Request and the time when StarTree begins to address it, by responding and initiating communication with Customer about the Support Request. The actual time required to fully resolve an Issue or Support Request, if such full resolution occurs, may be longer than the Target First Response

Time. Customer understands and agrees that resolution of an Issue or Request is not guaranteed and may not occur.

1.5 Customer Responsibilities: StarTree's obligation to provide Support Services is conditioned upon Customer satisfying the following responsibilities with respect to each Issue:

- Customer making reasonable efforts to resolve the Issue before reporting the Issue to StarTree, including having the Issue reviewed by the representative of the Customer that submits the Support Request;
- Customer providing StarTree with sufficient information, including any reproducible test cases requested by StarTree;
- (For P0 and P1 Requests only) Customer designating personnel resources to provide necessary diagnostic information until a fix or workaround is made available.

2.0. Exclusions. Notwithstanding anything to the contrary in this Support Services policy or the Agreement, StarTree is not obligated to continue work on a Support Request when StarTree determines that:

- The reported issue has been caused by Customer's negligence, hardware malfunction, network latency or causes beyond the reasonable control of StarTree;
- The reported issue has been caused by third party software not managed by StarTree as part of its products, unless the Documentation requires the software for proper use of the products;
- The reported issue has been caused by Customer's use of the products other than in accordance with the configuration and operation guidelines described in the Documentation.
- Customer has not paid fees when due.

3.0 Technical Architect Resource – Separate Purchase. If purchased as part of an Order Form, StarTree shall provide a technical account management resource ("TAM") to your account. A TAM provides StarTree product expertise with deep awareness of your business needs to proactively guide your technical roadmap and facilitate other services provided by StarTree.

The following are representative responsibilities of the TAM:

- Quarterly reviews or cluster health and metrics
- Weekly, remote office hours (up to 4 hours per week) to discuss topics related to:
- 24x7x365 Production Support: Includes Slack Connect, rapid P0 response time, and escalation management.
- Customer-Centric Advocacy: Championing feature requests and aligning support to evolving business needs.
- Expert Partnership: TAM becomes a subject matter expert on Customer's

infrastructure to provide tailored, strategic support.

- Proactive Oversight: Ongoing health checks, monitoring, and quarterly reviews of usage and performance metrics.
- Keeping your team informed and up to speed on product releases and recommending the best solutions for your needs and upgrade and migration planning
- Performing and delivering detailed postmortem reports following production incidents
- Serving as your voice within StarTree, including lobbying for your roadmap priorities

If you purchase different versions of StarTree products, StarTree will provide a TAM to perform the responsibilities described above, and the meeting frequency described above will be inclusive of all StarTree products (i.e., the meetings will be consolidated, not duplicated).

4.0 Definitions.

- "Business Day" means Monday through Friday in Customer's local time zone.
- "Business Hours" means 9:00 a.m. to 5:00 p.m. on Business Days.
- "Customer Representative" means the individual employee of Customer that submits a Support Request via phone, email or through the Support Portal.
- "Documentation" means the published documentation describing the functionality of the applicable service, located at https://dev.startree.ai/docs.
- "Issue" means a failure of the applicable product to conform to the specifications set forth in the Documentation.
- "Support Request" means a support request or Issue submitted by Customer as described in this Support Services Policy.
- "Support Services" means the support services purchased by Customer and described in this Support Services Policy.

5.0 Changes to Support Services Policy. This Support Services Policy may be updated from time to time at StarTree's sole discretion, provided that any such updates will not materially reduce the level of Support Services during the period for which Customer has purchased Support Services.