

# EXHIBIT C

## CUSTOMER SUPPORT AND SYSTEM AVAILABILITY

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**Client Support** – GRMS will respond to any Client customer service inquiry no later than the end of the following business day the request was submitted. Examples of client support issues include but are not limited to new user set up, adding suppliers to be contacted, questions about risk assessment reports, etc.

**Supplier Support** – GRMS offers four supplier support options:

- ✓ **GRMS Support Center.** Support personnel is available via telephone M-F 8:00 CT – 5:00 CT.
- ✓ **GRMS Live Chat.** Support personnel is available via live chat M-F 8:00 CT – 5:00 CT.
- ✓ **GRMS Ticketing System.** GRMS provides an online ticketing system that is available 24/7/365. GRMS will respond to any Supplier Support Ticket no later than the end of the following business day the ticket was submitted.
- ✓ **GRMS Help Center.** GRMS provides an online help center and community forum that is available 24/7/365 for assistance with FAQs.

**Client Support for Hosted Services**

- ✓ **GRMS will provide support relative to the following defined severity levels. In the event that an issue arises under this agreement, the parties will work in good faith to mutually identify and agree upon the severity, pursuant to Client's approval, which will be subject to target response times identified below.**



GRMS Hosted Services Agreement Technical Support Coverage (Web Based Support)		
System and Server Monitoring	24 hours x 7 days	
Site Monitor Frequency	Real Time	
Coverage Hours	9:00 AM to 5:00 PM PT M-F	
S1 Technical Response*	< 1 business hour	
User Support Coverage (Web Based Support)		
Support issue submissions hours	24 hours x 7 days	
Coverage Hours	9:00 AM to 5:00 PM CT M-F	
S1 Technical Response**	< 1 business hour	
Support Ticket Requests (per month)	Unlimited	
Additional Tickets	Unlimited	
Training / How to Tickets (per month)	Unlimited	
Proactive Support		
Backup	Every 30 Minutes Incremental plus Nightly Full Backup	
System Auditing	Each Weekend	
Reboot	Each Weekend	
Subscriptions		
Maintenance Releases	Unlimited with Priority Release	
Technical Response, Severity Level, Support, and Target Resolution Times		
Severity Level	First Technical Response	Resolution Target
1	< 1 business hour	6 hours
2	< 2 business hours	8 hours
3	< 4 business hours	3 days
4	< 16 business hours	2 weeks



\* This response is on Severity 1 Level issues only. Refer to the Severity Level descriptions below for details.

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Severity 1: "Critical Impact" Business Process and system functionality is critically affected; critical system or data is unavailable and/or backup and recovery operations are not working. A system workaround is required immediately.

Severity 2: "Serious Impact" Business Process and system functionality is seriously affected. System and/or data is exposed to potential loss or interruption. Near-term system work-around required.

Severity 3: "Moderate Impact" Business Process and system functionality is moderately affected. Critical system(s) and/or data are not at risk. System workaround requested.

Severity 4: "Low Impact" Business Process and system functionality is marginally affected or unaffected. System(s) and/or data are not at risk. Request for minor fix, information, or future release enhancement.

Support Features	Details
<b>Technical Support Coverage</b>	
Coverage Hours	Continuous 24x7 access to GRMS technical support via phone, email and Web for Severity 1 cases
S1 Technical Support	S1 Technical Response insures you will receive response with critical issues within a certain time frame.
Dedicated Support Engineer	All incidents regarding S1 Level cases are handled by a dedicated support engineer for direct response and timely resolution.
Ongoing Technical Web-based Training	Experienced technical staff will dedicate time and resources to train designated contacts on any questions they may have concerning the system.
<b>User Support Coverage</b>	
Number of Issues	The amount of user issues you are allowed to address according to the service option.
User Web-based Training	Experienced customer support staff will dedicate time and resources to train designated contacts on any questions they may have concerning the system.
<b>Proactive Support</b>	
Routine Diagnostic Analysis	A program for analyzing application performance and probe for security problems, as well as recommend optimizing application speed and efficiency.
Backup	Backups will be made to ensure the safety of your data.
<b>Subscriptions</b>	
Maintenance Releases	The primary objective is to improve product reliability and performance which may contain new feature enhancements contributing to increased performance and application layer optimization. Examples include: application load balancing, error handling, etc.