



JUMIO SUPPORT SERVICES AND PERFORMANCE STANDARD TERMS

These Jumio Support Services and Performance Standard Terms (“**Support and Performance Terms**”) contain the applicable terms and conditions of the Support Services and Performance Standards (each as defined in Sections 1 and 9 of these Support and Performance Terms respectively) for the Service and form part of the Agreement. All capitalized terms not defined herein are as defined in the Agreement.

1. **SUPPORT SERVICES.** Subject to Customer’s compliance with these Support and Performance Terms, Jumio will provide the support services as more fully described herein (“**Support Services**”) to Customer in accordance with these Support and Performance Terms. In providing the Support Services, Jumio will: (a) use commercially reasonable efforts to correct Errors (defined below) made known to Jumio; (b) provide modifications, refinements, corrections and enhancements that Jumio incorporates into and makes a part of the Service and does not separately price or market; (c) provide customer support through the Jumio’s support portal at support.jumio.com (“**Support Portal**”); (d) use commercially reasonable efforts to notify Customer within thirty (30) minutes of Jumio becoming aware of a Critical or Significant Error (each defined below) by posting on the status page on the Support Portal; (e) use commercially reasonable efforts to provide a fix or workaround within two (2) days for reported Critical Errors and within three (3) days for reported Significant Errors; (f) enable Customer self-service reporting through the Support Portal; (g) email advance communication of planned outages; and (h) provide notification of new releases. Support Services are subject to the warranty specified at Section 11.2 of the Agreement (Jumio Warranty).
2. **EXCLUSIONS TO SUPPORT SERVICES.** Jumio will have no obligation to provide Support Services for any errors or other issues in the operation or performance of the Service to the extent caused by any of the following (each, a “**Customer-Generated Error**”): (a) non-Jumio software or hardware products (including the operating systems, networks and facilities on which the Service operates) or use of the Service in conjunction therewith; (b) modifications to the Service made by any party without Jumio’s express written authorization; (c) Customer’s use of the Service other than as authorized in this Agreement or as provided in the applicable Documentation; or (d) Customer’s use of a release of the Service other than the currently supported release(s) of the Service, or without error corrections or updates provided by Jumio.
3. **SUPPORT SERVICES TIERS.** Customer will receive one of the following support services tiers, as specified on the applicable Order (“**Support Services Tiers**”). “**Error**” means an error or defect that prevents the Service from successfully operating in accordance with the specifications contained in the Documentation. “**Critical Error**” means an Error that causes the Service to be unavailable to all Jumio customers. “**Significant Error**” means an Error that causes material features of the Service to be unavailable to all Jumio customers.

	Standard	Advanced	Premium
24 x 7 Support	•	•	•
Dedicated Customer Success Manager			•
Access to Subject Matter Experts			•
Quarterly Reports			•
Scan Investigations	False negative fraud scans only	False negative fraud scans only	All incorrect scans and may include root cause analysis for false negative scans
Onboarding and Integration Support	Videos and documentation	Up to 5 hours of meetings with Jumio expert	Unlimited access to Jumio expert
Target Initial Support Response Time Critical Errors / Significant Errors / All other Errors	30 mins / 30 mins / 8 hours	30 mins / 30 mins / 4 hours	30 mins / 30 mins / 1 hour
Knowledge Base	•	•	•
Technical Documentation	•	•	•
Customer Notifications	•	•	•
Status Page	•	•	•

For clarity, each Support Service Tier includes the Support Services and applicable Performance Standard(s) as specified herein.

4. **CUSTOMER RESPONSIBILITIES.** In order for Customer to receive Support Services from Jumio, Customer must: (a) ensure Customer personnel are trained on the use of the Service and the application programs, operating systems and hardware with which the Service is used; (b) provide and maintain in good operating condition any systems (including computers, operating systems and other facilities) specified by Jumio as being required for operation of the Service; (c) follow Jumio’s documented processes and procedures for the use and administration of the Service; and (d) allow Jumio reasonable access, including remote access, at no charge, to Customer’s systems to perform diagnostics and maintenance.
5. **CHARGES FOR CUSTOMER-GENERATED ERRORS.** If Support Services are required for Errors or issues caused by a Customer-Generated Error, then Jumio will notify Customer of such Customer-Generated

Error and will invoice Customer at its then-current time and materials rates for Support Services to resolve such Customer-Generated Error upon obtaining Customer’s prior written approval for such work and related charges.

6. **INTEGRATION SERVICES.** Customer may purchase professional services from Jumio to support Customer’s integration of the Service into Customer’s offering (each an “**Integration Service**”). The Integration Service is subject to the warranty and any other applicable terms of the Agreement and the applicable Fees. Notwithstanding the Integration Service or other assistance provided by Jumio, Customer acknowledges that the integration of the Service is Customer’s responsibility.
7. **ADDITIONAL FEES; MODIFICATION OF SUPPORT SERVICES.** Jumio reserves the right to charge additional fees for Support Services for any version of the Service other than the currently supported release(s) of the Service. In addition, Jumio reserves the right to modify these Support and Performance Terms upon at least thirty (30) days prior written notice to Customer, which notice may be provided via the Support Portal. Any such modification will become effective at the commencement of the applicable Order’s renewal term.
8. **SERVICE END OF LIFE; SUBSTITUTIONS.** Jumio in its sole discretion may discontinue a Service, in whole or in part, and will use commercially reasonable efforts to provide Customer with a minimum of nine (9) months’ notice prior to any such discontinuation. In addition, Jumio in its sole discretion may substitute the Service (or component thereof) with a functionally equivalent Service or component.
9. **PERFORMANCE STANDARDS.** Jumio will use commercially reasonable efforts to ensure that the Service is available at least 99.5% of the time over the course of a calendar month to accept Transactions (“**Uptime Availability**”). With respect to each specific Service listed below (or its equivalent successor name), Jumio will meet the following performance standards during each calendar month (each a “**Performance Standard**”) as applicable:

Specific Service	Performance Standard (for each relevant calendar month)
Jumio Enterprise / Jumio Go+	80% of all Transactions performed in under 150 seconds <i>(or 190 seconds if Selfie Verification or Address Extraction feature is used)</i> ; and 95% of all Transactions performed in under 270 seconds <i>(or 310 seconds if Selfie Verification or Address Extraction feature is used)</i> .
Doc Proof	95% of all Transactions performed in under sixty (60) minutes.
Authentication / Selfie Verification (Standalone)	80% of all Transactions performed in under seven (7) seconds; and 95% of all Transactions performed in under ten (10) seconds.
Jumio Go (ID & Selfie Verification)	80% of all Transactions performed in under twenty (20) seconds; and

	95% of all Transactions performed in under thirty (30) seconds.
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- 10. CALCULATION OF PERFORMANCE STANDARD.** In the case of each Performance Standard (excluding Uptime Availability): (a) the Performance Standard calculation shall commence when Jumio receives a readable image and conclude when Jumio sends a response to Customer; and (b) the calculation shall exclude Unauthorized Usage (defined in Section 12 (Forecast Dependency)). Performance Standards are assessed on a per specific Service basis and do not apply to any Service that operates exclusively on a User’s mobile device. Performance Standards do not apply to, and Jumio shall not provide Service Credits for, any third-party service, including, without limitation, the Auxiliary Services and government database services.
- 11. CALCULATION OF UPTIME AVAILABILITY.** Uptime Availability excludes: (a) unavailability caused by Customer-Generated Errors; (b) scheduled downtime; (c) emergency maintenance (not to exceed four (4) hours in any calendar month); (d) Customer environment issues affecting connectivity or interfering with the Service; (e) third party software, hardware or telecommunications failures, including internet slow-downs or failures; (f) issues related to third party domain name system errors or failures; or (g) Force Majeure Events. Jumio will use commercially reasonable efforts to schedule downtime for routine maintenance of the Service outside of business hours Pacific Time.
- 12. FORECASTING DEPENDENCY.** Jumio’s ability to meet a Performance Standard and Uptime Availability is dependent on accurate volume forecasting by Customer. Jumio may throttle Customer’s usage of the Service to a level which minimizes the impact on Jumio’s provision of the Service to other customers, disable features or portions of the Service provided to Customer, or disable the Service entirely if: (a) Customer’s daily usage of the Service increases by more than 15% of the prior calendar month’s daily average, and Jumio has not received reasonable prior warning of, and agreed to, such increase (including with respect to payments for such increase); or (b) the Service is otherwise not being used as intended in a manner that significantly increases the number of scans received by Jumio from Customer (each and collectively, “**Unauthorized Usage**”). In such an instance, the quality of the Service provided to Customer may be degraded, the applicable Performance Standard shall not apply, and Jumio shall have no liability to Customer in connection with any actions taken by Jumio under this Section 12.
- 13. SERVICE CREDITS.**
- 13.1 During the Term of the Agreement, in the event Jumio fails to meet the Uptime Availability or an applicable Performance Standard for the same specific Service during two (2) or more consecutive calendar months, Jumio will grant Customer service credits for the impacted Service in the form of additional Transactions (each a “**Service Credit**”) as follows:
- (a) For the second consecutive calendar month (“**Month 2**”): the equivalent of five percent (5%) of the number of Transactions processed by the impacted Service in Month 2;
 - (b) For the third consecutive calendar month (“**Month 3**”): the equivalent of ten percent (10%) of the number of Transactions processed by the impacted Service in Month 3; and
 - (c) For the fourth consecutive calendar month (“**Month 4**”): the equivalent of fifteen percent (15%) of the number of Transactions processed by the impacted Service in Month 4.

- 13.2 The additional Transactions made available as Service Credits will be in addition to the number of Transactions purchased by Customer under the applicable Order and will expire at the end of the Service Term of such Order. The Service Credits set forth in this Section will be Customer's sole and exclusive remedy with respect to failure to achieve the Performance Standards or Uptime Availability. In order to receive a Service Credit, Customer must promptly notify Jumio if the Uptime Availability is not met or the applicable specific Service is not meeting a Performance Standard and claim the right to the applicable Service Credit within ten (10) business days of the end of the applicable calendar month.