

## Support and Training Services Policy

1. Training. At Subscriber's request, TechBridge shall provide Subscriber with training sessions relating to the operation, demonstration, maintenance and support of the Solution not exceeding *two* (2) hours. TechBridge will record training sessions and make recordings available for later use during the Term of the Agreement between Subscriber and TechBridge. The Subscriber is responsible for training its End Users, as required.
  
2. Maintenance Obligations. TechBridge will provide second line support responsibilities from the Effective Date, but will have no obligations to provide first line End User support. During the Term of the Agreement, TechBridge shall provide Subscriber with maintenance services for the Solution as follows:
  - Email Support Coverage: Email support coverage will be available during regular business hours, Monday-Friday 9-5 EST. Subscriber should send requests to [virtualfooddrivesupport@techbridge.org](mailto:virtualfooddrivesupport@techbridge.org). Requests will be delivered to a queue and will be addressed on a first come, first served basis. There is a limit of 10 requests per month.
  
3. Error Correction. TechBridge will use commercially reasonable efforts to correct any Errors in the Solution in accordance with this Support and Training Services Policy, provided that Subscriber gives TechBridge notice describing the Error. "Error" means an error in the Solution that TechBridge has confirmed to cause a failure of the Marketplace that adversely impacts the provision of the Solution to End Users. Notwithstanding the foregoing, TechBridge assumes no responsibility for, Errors or any service degradation resulting, in whole or in part, from any of the following: (i) the acts or omissions of Subscriber, the End Users or any unauthorized act by Subscriber; (ii) problems with any connectivity or third party network outside the control of TechBridge, including, without limitation, problems or unavailability of the Internet, telecommunications services or third party networks or connectivity between TechBridge's data center and the Solution; (iii) any planned outage; or (iv) any factors outside of TechBridge's control and/or a force majeure event.
  
4. Technical Support Staff. Subscriber's technical support staff who contact TechBridge for support must be familiar with the functional capabilities of the Solution and knowledgeable about the technical operation of the Solution.
  
5. New Releases. TechBridge and its third party licensors may modify and enhance the Solution, resulting in new releases of the Solution. TechBridge may, in its sole discretion, provide to Subscriber, at a reasonable pro rata charge to recoup costs, updates, upgrades, releases and enhancements to the Solution that are commercially available during the Term.
  
6. Additional Services. If Subscriber elects to receive training and/or support services beyond the level and duration of training and services described in this Support and Training Services Policy, or requests consulting services to (a) assist in the installation of an update, upgrade, release or enhancement, or (b) to provide training in the use of an update, upgrade, release or enhancement, TechBridge may charge Subscriber a fee in order to recover the costs of such services that it incurs in delivering such services, and/or may delegate a third party provider to provide such services at such provider's then-current time and materials rate to be paid by Subscriber.