

**DNANEXUS, INC.  
CUSTOMER SUPPORT POLICY**

DNAnexus offers support services for the Service (“**Support**”) in accordance with the following terms:

1. **Support Hours.** Support is provided 24/7/365.
2. **Definitions.**
  - 2.1. “**Incident**” means an error or abnormal behavior of the Service.
  - 2.2. “**Platform Support Incident**” means an Incident where the Service is responding and functional but performance is degraded, and/or the Incident has potentially severe impact on operation of the Service for multiple Users (e.g., administrative account issues and bugs in the Service).
  - 2.3. “**Production Support Incident**” means an Incident where operation of the Service is critically affected (e.g., Users cannot login to the Service, access the DNAnexus APIs, or Submit or Export Customer Data or Tools) for a large number of Users and no workaround is available.
3. **Incident Submission and Customer Cooperation.** Customer may report Incidents by emailing [support@dnanexus.com](mailto:support@dnanexus.com) or, if applicable, an alternate email address specifically provided to Customer by DNAnexus. Customer will provide information and cooperation to DNAnexus as reasonably required for DNAnexus to provide Support. This includes, without limitation, providing the following information to DNAnexus regarding the Incident (an “**Incident Report**”):
  - 3.1. Aspects of the Service that are unavailable or not functioning correctly
  - 3.2. Incident’s impact on Users
  - 3.3. Start time of Incident
  - 3.4. List of steps to reproduce Incident
  - 3.5. Relevant log files or data
  - 3.6. Wording of any error message
  - 3.7. Incident ID# (when specified by DNAnexus)
4. **Target Response Times.** Upon receipt of an Incident Report, DNAnexus’ Support personnel will assign an incident type (“**Incident Type**”) to each Incident and seek to provide responses in accordance with the applicable table below for the level of Support specified on the applicable Order Form.

4.1. **Standard Support.**

<u>Incident Type</u>	<u>Target Response Times</u>
Production Support Incident	24 Hours
Platform Support Incident	24 Hours
Non-Critical Support Incident	36 Hours

4.2. **Professional Support.**

<u>Incident Type</u>	<u>Target Response Times</u>
Production Support Incident	8 Hours
Platform Support Incident	8 Hours
Non-Critical Support Incident	24 Hours

4.3. **Enterprise Support.**

<u>Incident Type</u>	<u>Target Response Times</u>
<b>Production Support</b> Incident	4 Hours
<b>Platform Support</b> Incident	4 Hours
Non-Critical Support Incident	8 Hours

5. **Exclusions.** DNAnexus will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service in a manner not authorized in the Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of DNAnexus' reasonable control; (c) Customer's equipment, software, network connections, other infrastructure or Customer Materials; or (d) third party systems, acts or omissions (including any Library Tools or External Platforms).
6. **Resolution.** After DNAnexus' first response to an Incident Report, DNAnexus shall work with Customer and Supported Users to identify and use commercially reasonable efforts to resolve the issues leading to the Incident. An Incident Report will be considered resolved if (a) the identified Service issues are actually resolved; or (b) the person who submitted the Incident Report does not respond within seven (7) days to DNAnexus' requests for information or otherwise does not reasonably assist DNAnexus in resolving the issue.
7. **Additional Resources.** DNAnexus shall provide Customer access to DNAnexus' Frequently Asked Questions and online documentation.