Summary of Technical Support

TIER 1 VS. TIER 2 SUPPORT

Cambridge Mobile Telematics (CMT) offers the following products and services:

- ✓ Back-end APIs and Telematics Processing
- ✓ Software Development Kit (SDK)
- ✓ White-label Applications
- ✓ Web Portal
- ✓ DriveWell Tag
- ✓ Claims Studio
- ✓ Custom reporting and data interfaces

User support issues may arise related to any of these products and services. Some are considered Tier 1 support to be addressed by the customer, while the remainder are Tier 2 support to be addressed by CMT.

Tier 1 issues are defined as questions from users about how CMT's products work.

CMT will provide customers with documentation to answer such frequently asked questions (FAQs), and customers will address these user requests through their own support model.

For customer development teams, CMT also provides detailed documentation on the SDK and back-end APIs. When customers are unable to resolve a question themselves, they can reach out to CMT (see "Contacting CMT" section below).

Tier 2 issues are defined as questions from users or customers about a potential bug or disruption in service with CMT's products.

Please see the table below for a list of examples of Tier 1 vs. Tier 2 support issues.

SUPPORT ISSUE	TIER 1	TIER 2
App user questions regarding the mobile app or Tag	X	
Portal user questions regarding the web portal(s)	X	
Customer responses to user reviews on Google Play and Apple Store	X	
User questions about insurance policies, rewards, or discounts based on the app, or contest payouts	X	
Customer development team questions regarding the Google Play and Apple Store submission process for SDK apps		X
User-facing products are offline or crashing for a significant number of users (white-label apps, SDK-based apps, web portal, or Tag firmware)		X
Bug reports for white-label apps, SDK-basedapps, web portal, or Tag firmware		X
Bug reports for the SDK from customer development teams		X
Bug reports for back-end APIs from customer development teams		X
Bug reports for custom reporting and data interfaces from customers		X
Development/test systems are offline		X

SEVERITY LEVELS FOR TIER 2 SUPPORT ISSUES

CMT's Support staff works to investigate and resolve product and service issues submitted from the customer Tier 1 responders as well as other inquiries from the customer's program personnel. The CMT Support staff is also a contact point for the customer to raise service availability issues that are handled under the CMT "Service Level Targets and Guidelines" document (see "Service Availability Targets and Guidelines" below).

There are three severity levels for Tier 2 support issues that are handled by the product Support staff at CMT. Please note that any issues specifically related to service availability will be immediately routed to the appropriate team in CMT. Please refer to the **Performance Service Level Targets and Technical Support Guidelines document.**

SEVERITY KEY EXAMPLES:

CRITICAL
User-facing products are unavailable for a large number of users: white-label mobile apps*, SDK-based apps, web portal, and Tag firmware

MAJOR
User-facing products are unavailable/have a bug, affecting a moderate number of users and a high-impact workflow (such as registration): white-label mobile apps*, SDK-based apps, web portal, Tag firmware

Development/test systems are offline, affecting a large number of customer development teams

Back-end APIs have a bug, affecting a large number of customers

MINOR
User-facing products are unavailable/have a bug, affecting a small number of users or a low-impact workflow (such as the driving tips screen): white-label mobile apps*, SDK-based apps, web portal, and Tag firmware

SERVICE AVAILABILITY TARGETS AND GUIDELINES

Customer questions pertaining to the availability of services provided by the CMT Telematics Services are forwarded and managed by the CMT Operational staff.

For details related to the Service Availability Targets for the CMT Telematics Services, please refer to the **CMT Performance Service Level Targets and Technical Support Guidelines document**.

CONTACTING CMT

All customer inquiries should be sent to support@cmtelematics.com, or your designated CMT point of contact.

General support email:
support@cmtelematics.com

In the case of urgent Critical issues related to service availability, customers can also contact the following emergency support line if they do not receive a timely response through the primary channels, per our response goals cited above.

Emergency support phone:
(617) 982-0084