

EXHIBIT	“EMERGENCY SUPPORT”
to” PREMIUM SUPPORT SERVICE PLAN	

In Addition to the Technical Support Services provided to the Licensee under the “Scope of Services” Premium Support Service Plan, SSH shall provide the Licensee with Emergency Support as set forth otherwise herein.

1. DEFINITIONS

“24 x 7 Phone Support“ means 24-hour a day, 7-day a week phone support

2. PREMIUM SUPPORT SERVICE PLAN

2.1 Technical Support Services

The Technical Support Services shall comprise the following services:

2.1.1 Support Facility

2.1.1.1 The Support Facility shall comprise consultation services to the Product(s) as follows:

- o 24-hour a day, 7-day a week phone support

2.1.2.2 The First Response Time Goals regarding inspection and the Confirmation of the Error under the Emergency Support are as follows (provided that cases are submitted by calling 24x7 Phone Support):

Severity Classifications	First Response Time Goal
Critical	< 4 hours
Other Cases	< 24 hours