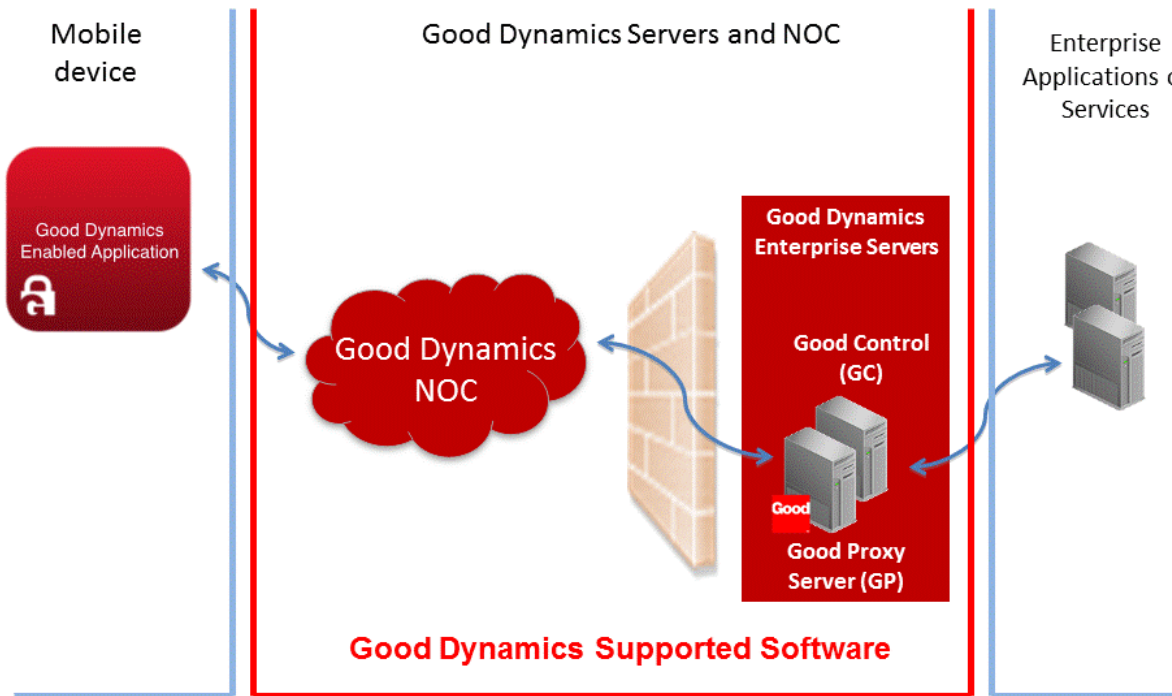


SUPPORT AND MAINTENANCE TERMS

The following terms and conditions set forth the Support and Maintenance Terms that are offered by Good Technology (“Good”) to Customers who are in compliance with an Enterprise Deployment License and are current on Good Dynamics subscription payments for the appropriate number of Client Access Licenses (“CALs”) (each such Customer an “Eligible Customer”).

Support and Maintenance is offered by Good for the Good Dynamics Enterprise Servers and the NOC, only. Support for client Applications is solely the responsibility of the Developer associated with each Application. Please contact the Application Developer for technical support, questions or errors that are specific to an Application.



1. Definitions

- "Application" means a single third-party mobile device software application program that (i) has been modified by You or any Good-authorized third party developer, in either case under the terms of the Good Dynamics Software Development Kit (SDK) Developer Terms and Conditions, to use and/or incorporate any of the Good Dynamics Software. "Application" also includes bug fixes, updates, and upgrades of such third-party software application programs. Applications may be available on a commercial basis from Good or Good-approved software vendors and third-party resellers (e.g., iTunes or Android Market, etc.). If an Application is unavailable from such sources, You may need to create the Application using the Good SDK under the terms of the Good Dynamics Software Development Kit (SDK) Developer Terms and Conditions, at your sole expense.
- "Customer" means an enterprise or government organization that has entered into a Good Dynamics Enterprise Deployment License Agreement.
- "Developer" means a software developer who has accepted the Good Dynamics Software Development Kit (SDK) Developer License Terms and Conditions and who has developed an Application.
- "Good" means Good Technology.
- "Good Dynamics Enterprise Server" means an instance of the Good enterprise server portion of the Good Dynamics Software, comprising the Good Control and Good Proxy software modules, configured to operate with one or more Applications and the Good Network Operations Center ("NOC").
- "Good Dynamics Service" or "GD Service" refers to the Good Dynamics Software and services provided by the Good NOC that (i) allow an Application incorporating the Good Dynamics Client Libraries to securely connect and communicate with the Good Dynamics Enterprise Server and (ii) provides application and policy management functions for such Application.
- "Good Dynamics Software" has the meaning specified in the applicable Good Dynamics Enterprise Deployment License Agreement.

- "Good Dynamics Supported Software" means the applicable Good Dynamics Enterprise Server and the Good NOC.
- The "NOC" is Good's Network Operations Center comprised of server-based computing infrastructure used by Good to provide Good Dynamics services to Customers.
- "Supplements" means all patches, bug fixes, and minor upgrades (releases without enhancements or new features) of the Good Dynamics Supported Software which Good makes generally available to Eligible Customers without additional charge.
- "Supported Devices" means all devices (and applicable operating systems or configurations) certified by Good for use in connection with the Good Dynamics Client Libraries.

2. **NOC Uptime Commitment.** Good will use commercially reasonable efforts to make the NOC available to Eligible Customers at least 99.50% of the time, excluding excusable downtime (e.g., scheduled maintenance or causes beyond Good's reasonable control).

### 3. Maintenance and Support Coverage

3.1 **Technical Support.** Good will provide Eligible Customers technical support via telephone and email that includes: (i) clarification of functions and features of the Good Dynamics Supported Software, (ii) clarification of documentation pertaining to the Good Dynamics Supported Software, (iii) guidance in the operation of the Good Dynamics Supported Software, and (iv) troubleshooting of error messages displayed within the Good Dynamics Supported Software. Technical Support shall not include any of the following: (i) Application development (ii) Application troubleshooting and debugging.

3.2 **Error Correction.** Good will use commercially reasonable efforts to correct material errors, including any reproducible programming error in the Good Dynamics Supported Software identified by Eligible Customers in accordance Section 5. Eligible Customers will notify Good promptly of any suspected error and will provide sufficient detail to allow Good to reproduce the error on its systems. Unless otherwise agreed in a signed writing between Customer and Good, Good is not required to provide Customers any support, maintenance, or other services that are not expressly provided for in these Support and Maintenance Terms. Good and Customers may agree on additional support services and compensation, but only in a mutually signed writing.

3.3 **Eligible Customers.** Good will make Supplements available to Eligible Customers for no additional fee when they are generally made available to Good's other Eligible Customers receiving standard support and maintenance services. Supplement functionality shall be determined in Good's sole discretion.

4. **Maintenance and Support Exclusions.** Good will have no obligation of any kind to provide support services for problems in the operation or performance of Good Dynamics Software caused by Applications or any of the following (each a "Customer-Generated Error"): (i) non-Good software or carrier network and setup issues; (ii) alteration, damage, or modification to Good Dynamics Software not made or authorized by Good; (iii) problems caused by Customer's negligence, abuse or misapplication; (iv) Customer's use of Good Dynamics Software other than as permitted by the Enterprise Deployment License Agreement, the documentation, or applicable law; (v) issues that arise in connection with the use of the Good Dynamics Client Software on devices that are not Supported Devices; or (v) failure to timely install Supplements. If Good determines that it is necessary to perform support services for a problem caused by a Customer-Generated Error, then Good will so advise Customer as soon as reasonably possible and Good will have the right to: (a) decline to provide such services; or (b) by agreement with Customer, use reasonable efforts to perform such services and invoice Customer at Good's then current standard time and materials rates for such services. Good shall support, host and maintain the current version of the Good Dynamics Software.

5. **Customer's Obligations.** Good will have no liability for any changes in Customer's hardware, software, or other systems which may be necessary to use Good Dynamics Software. Customer will cooperate with Good from time to time as reasonably requested by Good in connection with the provision of support services to the extent necessary to provide the services and always subject to Customer's reasonable security policies. Customer must perform the following tasks in order to receive Maintenance and Support from Good for the Good Dynamics Supported Software:

- Document and submit a reproducible test case to Good that demonstrates the Good Dynamics Supported Software problem in a manner that does not require a specific Application (i.e. show that the problem occurs with all Applications or in the absence of any Applications)
- Maintain a current Good Dynamics Maintenance and Support contract, and be current in payment of all subscription fees.
- Appoint qualified IT personnel to initiate and manage Maintenance and Support inquiries with Good ("Designated Contacts").
- Maintain a competent and complete technical understanding of its own technical infrastructure.
- Review knowledgebase, release notes and other documentation on <http://begood.good.com/>
- Gather and validate log files, configuration files, and operating system crash files in the event of a Good Dynamics Supported Software crash.
- Accurately characterize Good Dynamics Supported Software problems reported and describe the business impact.
- Reasonably describe symptoms of Good Dynamics Supported Software problems.
- Provide background information leading up to Good Dynamics problems.
- Describe Customer steps or actions to try and resolve such problems.
- Describe, if applicable, any changes to the Good Dynamics Supported Software environment.
- If requested, submit validated log, configuration and other files to Good for analysis.
- Provide timely and accurate responses to Good's requests.
- Provide timely feedback on fixes and recommendations.

6. **Maintenance and Support Plans for Customer:** Good will use commercially reasonable efforts to provide Eligible Customers with the support services as set forth below in Customer's elected support plan. All support services will be provided solely in the English language. Good may modify plan features from time to time.

6.1 **Extended Support.** Subject to Customer's compliance with its obligations under Section 5 of these terms and conditions, the following support services will be provided to Eligible Customers at no additional charge.

- Technical Support 24 hours a day, 7 days a week in accordance with the Incident Response table below.
- Supplements, if any, and associated documentation
- Customer may appoint up to 6 Designated Contacts to interact with Good Technical Support.

6.2 **Priority Definitions.** The Customer will provide an accurate description of the problem and the priority of the problem, stating the circumstances that lead to the priority condition, and all additional information set forth in Section 5 above. The actual priority level may be re-determined by the parties during the problem resolution process, but Good will have the final authority as to the actual priority designation.

<b>Incident Priority</b>	<b>Priority Definition</b>
<b>Priority 1</b> Critical Service Affecting	In the event any or all of the following occur and no reasonable workaround is available: <ul style="list-style-type: none"> <li>• Parties have agreed that the problem is Priority 1.</li> <li>• Critical production issue affecting all users of the Good Dynamics Supported Software, including system unavailability, and data integrity issues</li> <li>• Continuous or near continuous interruption of Good Dynamics Supported Software service</li> </ul>
<b>Priority 2</b> Major Service Affecting	In the event any or all of the following occur and no reasonable workaround is available: <ul style="list-style-type: none"> <li>• Parties have agreed that the problem is Priority 2.</li> <li>• Major functionality of the Good Dynamics Supported Software is impacted or significant Good Dynamics Supported Software performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. Also includes time-sensitive administrative services such as provisioning of users and application features</li> <li>• Intermittent disruption of service</li> </ul>
<b>Priority 3</b> Major Client Affecting	In the event any or all of the following occur: <ul style="list-style-type: none"> <li>• Parties have agreed that the problem is Priority 3</li> <li>• Major client functionality is impacted or significant Good Dynamics Supported Software performance degradation is experienced for a small number of users</li> </ul>
<b>Priority 4</b> Minor Service Affecting	In the event any or all of the following occur: <ul style="list-style-type: none"> <li>• Parties have agreed that problem is Priority 4.</li> <li>• Problem with Good Dynamics Supported Software server or client that is inconvenient but can be worked around with minor disruption to the customer activity.</li> <li>• Workaround generally available</li> </ul>

6.3 Incident Response Times. The target times commence when Good receives a complete problem description, including the business impact and log/configuration files and all information specified in Section 5 above from Customer and Good is not waiting for further information from the Customer. Priority 1 issues must be reported via telephone by Customer.

<b>Extended Support</b>	
<b>Incident Priority</b>	<b>Target Incident Response Time</b>
Priority 1	60 minutes
Priority 2	90 minutes
Priority 3	4 hours
Priority 4	1 business day