



STANDARD SUCCESS PLAN

A. GENERAL.

This Standard Success Plan will be provided to Users to resolve basic issues (cases) at no additional charge in accordance with the terms described herein. Users can submit cases by email at any time, or by telephone on business days if confirmed by email. All defined terms used herein which are not expressly defined herein shall have the definitions ascribed to such terms in the XtremeMortgageWorX Master Subscription Service and Maintenance Agreement (the "**MSA**").

Upon case submission, Users will be asked to provide their company name, contact information and case details, and each case will be assigned a unique case number. One of Our Support Representatives will use commercially reasonable efforts to call or e-mail the User within two (2) business days after receipt by Us of the case submission, documents, information and details, and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case, the case submission and the desired resolution. A resolution may consist of a fix, workaround or other solution in Our reasonable determination.

B. DESIGNATED CONTACTS.

"**Designated Contact(s)**" are Users that You have identified as the primary liaison(s) between You and Us for technical support. You shall identify between one (1) and three (3) Designated Contacts. You may be charged an additional fee for Designated Contacts in excess of three (3) at any given time. You shall promptly notify Us in writing whenever a Designated Contact's responsibilities are transferred to another individual or a Designated Contact is removed and/or replaced.

Your Designated Contacts shall be responsible for:

1. overseeing Your support case activity;

2. developing and deploying troubleshooting processes within Your organization;
3. resolving password reset, username and lockout issues for You;
4. ensuring that Your Users are properly trained and use the Purchased Services in accordance with all documentation, agreements, rules and procedures;
5. providing technical staff to assist with non-application issues such as network issues; and
6. **GRANTING US ACCESS TO THE SYSTEM VIA SUBSCRIBER SUPPORT AND/OR USER ACCESS WHEN REQUIRED.**

You shall ensure that Your Designated Contacts:

1. have completed, at a minimum, the basic Services administration course currently titled “Administration Essentials,” which is included at no additional charge as part of Our online training;
2. have completed any supplemental training appropriate for the Designated Contact’s specific role or Your use of the Purchased Services;
3. are knowledgeable about the applicable Purchased Services in order to help resolve, and to assist Us in analyzing and resolving, technical issues; and
4. have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem, in order to assist Us in diagnosing, resolving and triaging the case.

C. TELEPHONE SUPPORT HOURS.

Users can submit cases via telephone on weekdays, excluding holidays, during Our normal support hours as stated in the table below. Users can submit cases by email at any time, and a Support Representative will log in cases on the next business day for later response by the appropriate Support team.

Main phone numbers as follows:

Support Hours	Telephone Numbers	Email
8:00 a.m. - 5:00 p.m. Central	866-855-5070 ext. 2	Support@XtremeSalesWorX.com

Telephone support is available in English only.

D. LOGGING A CASE.

Users may log a case by email, or by telephone call if confirmed by email, to Our support team as described above.

Note: For assistance with User password resets, Users should use the “Forgot your password?” link on the login page or contact a Designated Contact or system administrator. For assistance with Salesforce usernames and lockouts, Users should contact a Designated Contact or system administrator. For security reasons, we do not provide contact information for Designated Contacts or system administrators.

E. REPRODUCING ERRORS.

We must be able to reproduce errors in order to resolve them. You and Your Users agree to cooperate and work closely with XtremeMortgageWorX to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. Also, subject to Your approval on a case-by-case basis, Users may be asked to provide User access to their Salesforce.com system for troubleshooting purposes.

F. SEVERITY LEVELS.

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis.

Issues will be categorized and handled according to an assigned severity level. The case severity level is selected by the User at the time of case submission, and will be evaluated by Us, as follows:

Severity	Support Responsibilities
Level 1: Business Standstill	Totally inoperable: Where a problem, error or defect is extremely serious with no workaround and is causing the business to be at a standstill or seriously affected. You must be live for this status to be allocated to a case. Targeted Response Time: Within one (1) business day after the case is logged in.
Level 2:	Severely inoperable: Where a problem, error or defect is extremely serious with no obvious workaround and could

Business Critical	<p>cause the business to be seriously affected if it remains outstanding without a resolution for a defined period of time. Could impact the ability for the system to go live.</p> <p>Targeted Response Time: Within one (1) business day after the case is logged in.</p>
Level 3: Major Problem	<p>Partially inoperable: Where a problem, error or defect is serious but may have a workaround, and the business is not at a standstill or too seriously affected.</p> <p>Targeted Response Time: Within one (1) business day after the case is logged in.</p>
Level 4: Problem	<p>Fully Operational: Where a problem, error or defect is non-critical to the business.</p> <p>Targeted Response Time: Within two (2) business days after the case is logged in.</p>
Level 5: Question	<p>Fully Operational: Where a question is raised to assist with the continued running of the applications.</p> <p>Targeted Response Time: Within two (2) business days after the case is logged in.</p>

G. EXCLUDED ITEMS.

The Standard Success Plan does not include any of the following:

- Assistance with Salesforce.com issues and/or errors with the Salesforce.com Platform;
- Assistance in developing User-specific customizations;
- Assistance with non-XtremeMortgageWorX products, services, applications, or technologies, including implementation, administration or use of third-party enabling technologies such as the internet, Google, databases, computer networks or communications systems;

- Assistance with installation or configuration of hardware, including computers, hard drives, networks or printers;
- Troubleshooting issues with your in-house developed or third party apps;
- Troubleshooting issues with integrations you have built for the Purchased Services;
- Any code that is developed outside of the core Purchased Services as stated in Your MSA; or
- Training on new areas of the product, setup and configuration questions, or business process questions, which types of requests should be directed to Us in writing.

Separate consulting advice and services can be arranged pursuant to separate fee arrangements for topics such as:

- Instruction in report writer techniques;
- Instruction in the use of the products or Purchased Services;
- Salesforce Administration;
- System configuration and setup;
- Design, writing and debugging of interfaces;
- Design, writing and debugging of custom pages and objects; and
- Data corrections in the event of data issues in Your system.

In Witness Whereof, the parties hereto have executed this Standard Success Plan to be effective as of the commencement of the Subscription Term.

YOU:

_____,
a _____

US:

XtremeMortgageWorX, LLC,
a Texas limited liability company

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____