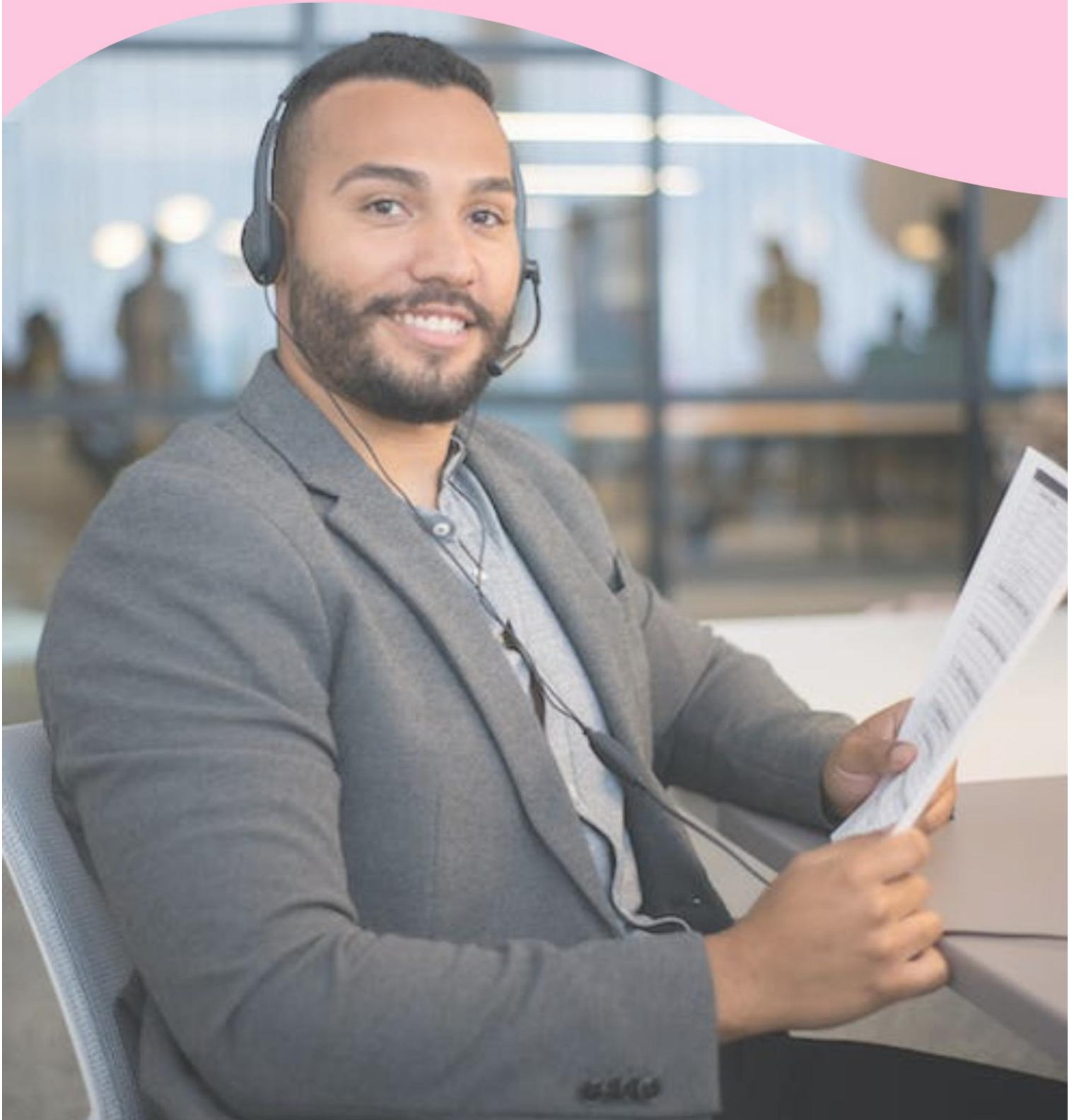# Exhibit C
SOFTWARE
SUPPORT TERMS

1. IMESH will provide technical support for the Software during the Term, in accordance with IMESH' standard practice. All fees for such support are included in the fees for the Software. Further, notwithstanding anything herein to the contrary, Customer agrees to facilitate any connections and access necessary for IMESH to (i) deliver, deploy and provide the Software as provided hereunder and (ii) to perform its obligations hereunder (including its support obligations).
2. IMESH shall exercise commercially reasonable efforts to support any issue or defect with the Software ("Error") reported by Customer in accordance with the priority level reasonably assigned to such Error by IMESH

Support SLA and Method of Communication

Hours of Support	Standard: Business hours Professional: Client business hours Enterprise: 24*7		
Support Channels	Help desk tickets/ email/ phone/ Slack		
Incidents type (as defined in Section 3)	Response time	Ongoing update SLA till resolution	Resolution target
P1 / Business Critical	Standard: < 1 day Professional: < 6 hours Enterprise: < 60 mins	Standard: < 24 hours Professional: < 24 hours Enterprise: Every 4 hours	Standard: < 5 days Professional: < 5 days Enterprise: < 2 days
P2 / High	Standard: < 2 days Professional: < 12 hours Enterprise: < 2 hours	Standard: < 48 hours Professional: < 48 hours Enterprise: < 24 hours	Standard: < 10 days Professional: < 10 days Enterprise: < 4 days
P3 / Medium	Standard: < 2 days Professional: < 2days Enterprise: < 1 day	Standard: < 10 days Professional: < 10 days Enterprise: < 5 days	As agreed
P4 / Low	Standard: < 2 days Professional: < 2days Enterprise: < 1 day	Standard: Upon request Professional: Upon request Enterprise: Upon request	As agreed

"As Agreed" means the resolution timeline has been documented and mutually agreed upon.

3.0 Priority Definitions.
All support issues are assigned a priority level at the time they are logged in the support system.
3.1 Priority 1:
An Error in the IMESH Software that severely affects the overall production performance of the IMESH Software's function or process, such that a production system is non-functional and no procedural work-around exists.
3.2 Priority 2:
An Error in the IMESH Software that materially affects the overall production performance such that a production system is not fully functional or no procedural work-around exits.
3.3 Priority 3:
An Error in the IMESH Software that noticeably impairs a function or process, but where overall business operations continue.
3.4 Priority 4:
An Error in the IMESH Software that causes limited loss or no loss of functionality or impact to client's operations, or a request for enhancement (RFE).