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	24X7			
Support Channel	Help desk ticket / email / phone / Slack			
Service Expectations		Response SLA	Ongoing Update SLA	Resolution Target
Issue Priority (as defined in Section 3)	Priority 1 / Critical	1 hour	2 hours for first update, then every 4 hours for later updates until resolution or workaround	2 days
	Priority 2 / High	2 hour	At least daily until resolution or work around	4 days
	Priority 3 / Medium	1 day	At least once per week	30 days / next release or as agreed
	Priority 4 / Low	1 day	Upon request	Next release or 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).