



## LHBF FINANCE DATA MART - SOLUTION SUPPORT SERVICES ORDER

This Services Order, effective as of the date last set forth below, is attached to and made a part of the Services Agreement dated December 5, 2014 (the "Agreement") between The Lynde and Harry Bradley Foundation ("Client") and SysLogic, Inc. **The below services are to be performed in accordance with the aforementioned Service Agreement.**

Wherever possible, the terms of this Solution Support Services Order ("SSSO") shall be read in such a manner so as to avoid conflict with the terms of the Agreement but, in the event of an unavoidable conflict, the terms of this SSSO shall control over the terms and conditions of the Agreement.

**Date:** January 2, 2016

**SSSO Number:** 01

**The services described herein are solely applicable to Level 3: Defect Management, as described in the LHBF Finance Data Mart Solution Support Supplement dated August 25, 2015 which is incorporated by reference.**

**SysLogic, Inc. agrees to provide the following services:**

- 24 Hour response time following SysLogic's receipt of a notification from the Client to [BF-Support@syslogicinc.com](mailto:BF-Support@syslogicinc.com), excluding US National holidays.
- Production of an incident investigatory assessment of the circumstances related to the cause for the notification.
- If the notification is qualified by SysLogic personnel, at their sole discretion as a Level 3: Defect, SysLogic will promptly notify the Client of its remediation recommendation, and provide client with any applicable incremental cost estimates.

**Services**

**Description:** LHBF Finance Data Mart - Solution Support Services

**Services are to be provided to:** Client

**Date(s) or Term of Service:** January 2, 2016 to December 31, 2016 ("Term Expiration Date"). Subject to extension if needed by Client and agreed upon by SysLogic.

**SysLogic, Inc. Monthly Service Fee:** \$300 / Monthly, plus remediation expenses as approved by Client

**Detailed**

**Terms:**

- Client shall pay a \$300 monthly service fee to SysLogic for the term of this SSSO, 50% (\$150) of which shall accrue as a balance credit to the benefit of Client as described herein.
- In the event of a qualified Level 3: Defect occurrence during the term of this SSSO, SysLogic agrees to apply said balance credit towards any applicable expenses related to remediation of the Level 3: Defect.
- In the event said balance credit does not fully fund remediation expenses, SysLogic shall provide Client with an estimate of any incremental costs. Client shall have the option to accept or decline remediation services.
- If Client declines remediation services, SysLogic shall not be responsible for said remediation. Incremental costs for **Level 3: Defect remediation services shall be estimated in advance and billed on a time and materials basis at a rate of \$150 per hour, subject to Client approval.**
- In the event there is no qualified Level 3: Defect occurrence during the term of this SSSO, and there exists a balance credit on the Term Expiration Date, SysLogic agrees to allow Client to apply the balance credit towards future project-based business with SysLogic. Any and all credits described herein shall expire as of December 31, 2016, and are not redeemable for cash refund.

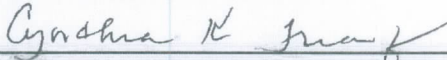


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Invoices should be sent to: The Lynde and Harry Bradley Foundation  
Attn: Cynthia Friauf  
1241 North Franklin Place  
Milwaukee, WI 53202

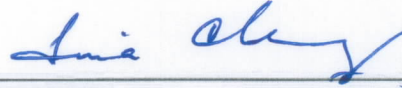
### ACCEPTANCE/AUTHORIZATION



The Lynde and Harry Bradley Foundation

11/17/2015

Date



SysLogic, Inc.

11/18/2015

Date