



5925 Alameda Road, Suite 12018, Houston, TX 77004

SkillCat shall use reasonable efforts consistent with prevailing industry standards to maintain the services in a manner which minimizes errors and interruptions in the services and shall perform the Implementation services in a professional and workmanlike manner.

SkillCat will provide technical support via email and phone; support hours will be Monday through Friday from 8am - 4pm PST. SkillCat will provide a 24-hour response time to Client administration and support requests.

SkillCat shall immediately and as timely as reasonably possible repair any major malfunctions of any of the Licensed Software or give an alternate means to use the product adequately. In addition, SkillCat shall use commercially reasonable efforts into repairing any minor malfunctions.

Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by SkillCat or by third-party providers, or because of other causes beyond SkillCat's reasonable control, but SkillCat shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption target to schedule planned maintenance during off hours.