

Green Team Holdings, LLC . Support Policy

This Green Team Holdings, LLC Support Policy (the “Policy”) sets forth the policies and procedures with respect to services (the “Service”) provided Omna to a customer (“Customer”) pursuant to a separate Service agreement between Omna and Customer (a “Customer Agreement”).

Summary:

As further described below, Omna will use commercially reasonable efforts to provide standard support to Customer as described below.

Support:

Customer may contact Omna for support via telephone at (817) 756-1717 during the following hours: 8:00 am – 5:00 pm Central, Mon-Fri (excluding federal holidays).

Any other support services are outside of the scope of this policy and must be separately agreed in writing by Customer and Omna. Customer may designate support contacts (“Designated Support Contacts”) as agreed upon pursuant to the “Service Order Form”, and all support requests must come through the Designated Support Contacts. Customer may update the Designated Support Contacts by providing notice to Omna.