

Exhibit A

Customer Support

DNAexus offers support services for the Service (“**Support**”) in accordance with the following terms:

1. **Support Hours.** Support is provided during DNAexus’ normal business hours (9:00 am – 5:00 pm Pacific Time, Monday through Friday, excluding holidays) (“**Business Hours**”).
2. **Definitions.**
 - 2.1. “**Incident**” means an error or abnormal behavior of the Service.
 - 2.2. “**Non-Critical Support Incident**” means an Incident with no material impact on performance of the Service, but User experience may be affected (e.g., Documentation errors or exclusions and cosmetic or other non-substantive Service user interface issues).
 - 2.3. “**Platform Support Incident**” means an Incident where the Service is responding and functional but performance is degraded, and/or the Incident has potentially severe impact on operation of the Service for multiple Users (e.g., administrative account issues and bugs in the Service).
 - 2.4. “**Production Support Incident**” means an Incident where operation of the Service is critically affected (e.g., Users cannot login to the Service, access the DNAexus APIs, or Submit or Export Customer Data or Tools) for a large number of Users and no workaround is available.
3. **Incident Submission and Customer Cooperation.** Customer may report Incidents by emailing support@dnanexus.com or, if applicable, an alternate email address specifically provided to Customer by DNAexus. Customer will provide information and cooperation to DNAexus as reasonably required for DNAexus to provide Support. This includes, without limitation, providing the following information to DNAexus regarding the Incident (an “**Incident Report**”):
 - 3.1. Aspects of the Service that are unavailable or not functioning correctly
 - 3.2. Incident’s impact on Users
 - 3.3. Start time of Incident
 - 3.4. List of steps to reproduce Incident
 - 3.5. Relevant log files or data
 - 3.6. Wording of any error message
 - 3.7. Incident ID# (when specified by DNAexus)
4. **Target Response Times.** Upon receipt of an Incident Report, DNAexus’ Support personnel will assign a priority level (“**Priority Level**”) to each Incident and seek to provide responses in accordance with the applicable table below for the level of Support specified on the applicable Order Form.
 - 4.1. **Basic Support.**

<u>Priority Level</u>	<u>Target Response Times</u>
Production Support Incident	8 Business Hours
Platform Support Incident	16 Business Hours
Non-Critical Support Incident	3 Business Days

4.2. **Enterprise Support.**

<u>Priority Level</u>	<u>Target Response Times</u>
Production Support Incident	8 Business Hours
Platform Support Incident	8 Business Hours
Non-Critical Support Incident	3 Business Days

4.3. **Premium Support.**

<u>Priority Level</u>	<u>Target Response Times</u>
Production Support Incident	4 Business Hours
Platform Support Incident	8 Business Hours
Non-Critical Support Incident	3 Business Days

5. **Exclusions.** DNAnexus will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service in a manner not authorized in the Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of DNAnexus' reasonable control; (c) Customer's equipment, software, network connections, other infrastructure or Customer Materials; or (d) third party systems, acts or omissions (including any Library Tools or External Platforms).
6. **Resolution.** After DNAnexus' first response to an Incident Report, DNAnexus shall work with Customer and Supported Users to identify and use commercially reasonable efforts to resolve the issues leading to the Incident. An Incident Report will be considered resolved if (a) the identified Service issues are actually resolved; or (b) the person who submitted the Incident Report does not respond within seven (7) days to DNAnexus' requests for information or otherwise does not reasonably assist DNAnexus in resolving the issue.
7. **User-Pipeline Assistance.** Depending on the level of Support specified on the applicable Order Form, DNAnexus will use commercially reasonable efforts to assist Customer to debug, scientifically validate and optimize Tools for use with the Service ("**User-Pipeline Assistance**") in accordance with the table below.

<u>Support Level</u>	<u>Monthly User-Pipeline Assistance Hours</u>	<u>Target Response Times</u>
Enterprise Support	1 Hour	16 Business Hours
Premium Support	1 Hour	8 Business Hours

DNAnexus does not guarantee that it will be able to resolve any issues with Tools. Customer may request additional assistance exceeding the monthly User-Pipeline Assistance hours set forth above, subject to Section 14 (Professional Services) of the Agreement.

8. **Additional Resources.** DNAnexus shall provide Customer access to DNAnexus' Frequently Asked Questions, Answers Forum and Developer Wiki site.