



SERVICE LEVEL AGREEMENT TECHNICAL SUPPORT SERVICES

This Service Level Agreement (SLA) is designed to describe the service level objectives for the Technical Support Services we have agreed to provide to you as set out in the Customer Contract. We may from time to time amend this SLA by posting the updated version on our website.

SLA OBJECTIVE

Our objective is to provide highly available and secure technical support services to support your use of our software. Providing the user with consistent access to our software is a high priority for us, and we set out the details of our service level commitment below.

DEFINITIONS

Support Period:

This SLA commences on the Start Date specified in the Term Sheet or Order Form (as applicable) and extends in accordance with the terms and conditions set out in the Customer Contract.

Support Hours of Operation:

We supply and maintains a support portal service during normal working hours, excluding regional public holidays. Dependent on the Support Level you have purchased, you may be able to access the Help Desk in extended working hours.

- Business Hours by region
 - Australian Office: 9:00am–5:00pm AEST (Excluding weekends and NSW public holidays)
 - UK Office: 9:00am–5:30pm GMT (Excluding weekends and UK public holidays)
- Global Business Hours: Monday 9:00am AEST – Friday 5:30pm GMT (excluding Regional public holidays)

First and Second Line Support

We operate our support desk service as the 2nd line of support, supporting the Customer's own 1st line of support and internal helpdesk services, as some enquiries can be dealt with internally in the first instance. Full training and coordination will be given to the Customer's own nominated support and helpdesk as part of implementation and ongoing work and tighter integration with customer's own helpdesk and monitoring is available on request. All reported issues receive a reference number (ticket), serving as reference for the whole process.

Planned Maintenance

These are change controls to cover:

- On-going product and operational projects to ensure optimal performance
- Major updates
- Minor updates and hotfixes

Where possible, any planned maintenance events will be communicated at least up to 5-days prior; however, certain circumstances may preclude us from doing so, such as an external vendor issuing a change control.

For major updates including support for Microsoft Power Platform's twice annual releases cycle, we will communicate any required updates to you 1 month before the updates are due, if required. This will work with the existing and upcoming Microsoft Power Platform's update and allow you to test the update in a sandbox environment prior to production update.

This new version can be activated at any time once testing is complete, so that at the time when the major Microsoft Power Platform update change is effective, the new software version should have been activated to ensure service is not interrupted.

Change Request

From time to time our help desk may receive enquiries that are not directly related to system performance, usability or system access. These enquiries may then be classified as suggestions and therefore will be categorised as a "Change Request" to improve the system. Where an enquiry is determined to be categorised as a Change Request, our help desk team will notify you to discuss next steps.

Term and Termination

This SLA commences on the Start Date specified in the Term Sheet or Order Form (as applicable) and extends in accordance with the terms and conditions set out in the Customer Contract.

Support Request

A support request is a reported and logged event recorded in our support system that contains information about an issue that may be causing the degradation or failure of any software application or function; this may include user errors or questions when attempting to use the system. We have defined processes for classifying and processing these support requests in order to provide customers with regular feedback and updates and help to ensure that each issue is appropriately investigated and resolved.

The support request classification table below provides detail around the four levels of support request priority, the response and update frequencies and descriptions of criteria necessary to consider the issue resolved for each level. Priority is the primary consideration in ranking requests, and it is calculated using a combination of the severity, urgency, and impact selected by the requester of the support request and the analysis of our support team. The method for determining priority is reviewed in detail in the priority guide below.

All support requests are managed using our technical support process during the Support Hours of Operation as stated in your support package. This ensures that all relevant information regarding an incident is gathered and analysed thoroughly in the same managed manner. During the investigation of an issue, the support team may begin a dialog with the requester and other users in order to provide further updates on the status of the request and reaching out for additional information. The objective for our support team is to continually keep customers up-to-date on the progress of each issue and provide to appropriate resolutions.

To be able to deliver these technical support services, our support team will require system administrator access to your application(s) and for some of our applications you will need to provide us with system administrative access to your application(s) and related systems, including any relevant Microsoft licenses.

PRIORITY DEFINITIONS

Priority	Incident Description
P1	Significant platform outage Significant operations impacted Critical services impacted Significant number of users impacted Data integrity or any security incident Significant brand impact.
P2	Critical services depicting abnormal behaviour Moderate operations impacted Moderate number of users impacted Moderate brand impact.
P3	Minimal impact to critical services Minimal operations impacted Minimal number of users impacted No brand impact.
P4/General Enquiries	No impact to Critical services No operations impacted User specific issues BAU support queries – Product/How-to/User-specific.

STANDARD PRIORITY GUIDE

Incident Type	First Response	Resolution Target	Notification Channel	Support Coverage
P1	1 Hour	12 Hours	Helpdesk	Business Hours
P2	2 Hours	24 Hours	Helpdesk	Business Hours
P3	48 Hours	Best efforts	Helpdesk	Business Hours
P4 / General Enquiry	Best efforts	Best efforts	Helpdesk	Business Hours

BUSINESS PRIORITY GUIDE

Incident Type	First Response	Resolution Target	Notification Channel	Support Coverage
P1	30 min	12 Hours	Phone & Helpdesk	24/7
P2	1 Hour	24 Hours	Helpdesk	Business Hours
P3	48 Hours	Best efforts	Helpdesk	Business Hours
P4 / General Enquiry	Best efforts	Best efforts	Helpdesk	Business Hours

PREMIUM PRIORITY GUIDE

Incident Type	First Response	Resolution Target	Notification Channel	Support Coverage
P1	15 min	8 Hours	Phone & Helpdesk	24/7
P2	30 min	24 Hours	Phone & Helpdesk	Global Business Hours
P3	24 Hours	Best efforts	Helpdesk	Global Business Hours
P4 / General Enquiry	48 Hours	Best efforts	Helpdesk	Global Business Hours

SOFTWARE UPDATES

We provide updates and new releases to enhance the software application. The release will be provided to the Customer to test and signoff the update in a sandbox environment. This new update can then be activated at any time in production once Customer testing is complete. Where requested, the Customer may request additional Professional Services to support the implementation of the new release or update. This may include, but is not limited to, on-site training applicable to tailored user training. Both Parties will discuss and mutually agree the scope and cost of the additional training or 'other' Professional Service before commencing such services.

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