

SaaS Services

Support and Maintenance

1 TRAINING

Unless otherwise agreed in writing, Dotmatics shall not provide training to Authorised Users and/or the Customer.

2 MAINTENANCE EVENTS

2.1 The Customer acknowledges that maintenance of the hosting equipment, facility, Software or other aspects of the Hosting Services may require interruption of the Hosting Services (Maintenance Events). Dotmatics shall use reasonable endeavours to provide the Customer with suitable advanced notice of such interruptions but the Customer acknowledges that such notification shall be subject to notice being received by Dotmatics from its third party hosting providers.

2.2 Dotmatics may determine, at its sole discretion, that providing appropriate service levels requires additional equipment and/or bandwidth, and acquire such equipment and/or bandwidth without approval from the Customer.

3 MAINTENANCE

3.1 Maintenance includes all regularly scheduled error corrections, software updates and those upgrades limited to improvements to features described in the Software Specification.

3.2 Dotmatics shall maintain and update the Software. Should the Customer determine that the Software includes a defect, the Customer may at any time file Error reports. During maintenance periods, Dotmatics may, at its discretion, upgrade versions, install error corrections and apply patches to the hosted systems. Dotmatics shall use all reasonable endeavours to avoid unscheduled downtime for Software maintenance.

3.3 Dotmatics shall maintain technical support on the two most current releases of the Software.

4 TECHNICAL SUPPORT SERVICES

4.1 Dotmatics shall provide the Customer with technical support services. The Customer personnel notified by the Customer and agreed between the parties to be support representatives (“**CSRs**”) shall be authorised to contact Dotmatics for technical support services. Dotmatics shall provide technical support services only to that specified set of CSRs. Any unauthorized Customer staff contacting the service desk, will receive a response informing them to contact their internal support department at Customer.

4.2 The CSRs will be registered with the Dotmatics service desk (with their contact information – name, company email address, and role -minimally requirements) which will allow those CSRs to access Dotmatics technical support. Dotmatics technical support shall accept voicemail, e-mail, and web form-based incident submittal from registered CSRs with valid CINs 24 hours a day, seven days a week. Dotmatics shall use reasonable endeavours to process support requests, issue incident ticket tracking numbers if necessary, determine the root cause of the incident and respond to the Customer.

The Dotmatics Support team handles the following types of Support Incidents:

- Clarifying functions and features of Products, clarifying Documentation and answering questions concerning the installation, configuration, and use of Products provided by Dotmatics,
- Addressing technical Incidents identified with Products, including escalation and rapid resolution of critical Incidents as they arise,
- Logging, tracking, and verifying suspected program errors,
- Logging tracking, and analysing requests for enhancements to Products

Other enquiries will be passed to the Customer’s account manager who shall work with the Customer to decide how best to serve the need.

4.3 Dotmatics Support shall respond to all Incidents from CSRs within the time periods specified below, according to Priority. When an Incident is logged, Dotmatics Support may reassign the Priority should the Incident not meet the specified criteria, or if it is deemed to be of a higher Priority than logged, using the following definitions:

Priority	Description	Response time	Target resolution time
Priority 1	Production System is "down" and inaccessible or degraded to the point where work cannot reasonably continue. No known workaround exists.	Within two Normal Business Hours.	Four Normal Business Hours. Continuous effort after initial response and with Customer co-operation.

Priority 2	Production system performance is degraded, but operational; Incident affects essential functions, and no known Workaround exists; or Incident is blocking critical systems tests or deliverables; or major components of the Supported Software are not operational.	Within four Normal Business Hours.	Within two Business Days after initial response.
Priority 3	Certain non-essential features of the Service are impaired while most major components of the Service remain functional.	Within 12 Normal Business Hours.	Within seven Business Days after initial response.
Priority 4	Incidents that are, non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services, or for which an acceptable workaround exists.	Within 24 Normal Business Hours.	Considered for next release of Software.

- 4.4 If no progress has been made on a Priority 1 or Priority 2 incident within the Target Resolution Time, the incident shall be escalated to the regional Head of Dotmatics Support. If the incident is not resolved, then after each successive increment of the Target Resolution Time (for example four Business Hours for a Priority 1 incident, two Business Days for a Priority 2 incident), the incident shall be escalated to the CTO, followed by the CEO.
- 4.5 Dotmatics shall provide monitoring of its Hosting Services 24 hours a day seven days a week. Dotmatics shall directly notify the CSRs of Maintenance Events in accordance with clause 2.1 above.
- 4.6 The Customer shall provide front-line support to Authorised Users who are not the designated CSRs. However, the Customer's designated CSRs may contact Dotmatics technical support to

report problems from Authorised Users that the Customer's designated CSRs cannot resolve themselves after they have performed a reasonable level of diagnosis.

- 4.7 The Customer shall also provide support for data integration tools and processes developed or maintained by the Customer to connect the Software to the Customer's other software and databases.
- 4.8 Before Dotmatics or the Customer makes changes to integration interfaces between the Software and the Customer's internal data stores or systems, Dotmatics or the Customer shall provide notice to the other to ensure the continued operation of any integration interfaces affected by such changes. Dotmatics shall provide the CSRs, or the Customer shall provide the Dotmatics Support agents, with at least 60 days' advance notice of such changes. Such notice shall include at least the new interface specifications and a technical contact to answer questions on these changes. Dotmatics or the Customer (as applicable) shall also provide up to 15 days of integration testing availability to ensure smooth transition from the previous interfaces to the new interfaces and the Customer shall pay for all such services relating to integration testing carried out by Dotmatics at Dotmatics' then current daily fee rates.