SUPPORT POLICY FOR ACCENTURE SOFTWARE FOR HCM AND ERP CLOUD TOOLS AS A SERVICE

The purpose of this document is to describe and define the core support services that apply to the SaaS Services subscribed by Client in the applicable Accenture Software for HCM and ERP Cloud Tools SaaS Service Order.

General

Accenture by written notice shall provide to Client more detailed information about the core service support (e.g. contact information, phone numbers, and Client's specific URLs,). Such information will be provided by Accenture once the Client's tenants are set up by Accenture.

Terms (definitions)

The terms used in this document and not defined herein shall have the meaning provided for in the Agreement to which this document is part of.

- Production Environment: instances of the SaaS Services that are connected to Client's productive instances are considered a "Production Environment"; any instances such as "test", "sandbox" and or "POC" that are not connected to Client's productive instances are not considered Production Environment.

- Local Holiday: means a local or public holiday in locations where Accenture provides P2-P3 support

Support Contact

Client shall appoint among the Authorized Users a primary contact and up to three (3) secondary contacts (the "Client Support Contacts") who will be entitled to enter Support requests on behalf of Client on the Accenture Support Portal which details shall be provided by Accenture to Client.

Client is responsible for providing Accenture with the names and email addresses of the Client Support Contacts. Such information will be considered as Business Contact Information for the purpose of the SaaS Agreement.

Support Service Level

Accenture will use commercially reasonable efforts to perform the Support Services to meet or exceed the applicable service levels set forth below. The service performance for incidents described in the table below is measured on resolution time within the Service Hours, according to priority.

Accenture Response Targets and Actions, as applicable, are based upon the Incident Priority Levels which are defined as follows:

Incident Priority Level	Definition	Response
Priority 1 (P1) – Emergency	Full service outage or Information Security Incident in Production Environment. As an example, no HTTP200 response for a static URL in Accenture managed Production Environment for all users	**Response Target** Within 2 Service Hours from Accenture Support's receipt of notice in 90% of the cases opened by Client. **Communication** Accenture will provide updates on the case, once every 4 Service Hours, unless otherwise communicated. **Action** Accenture will provide a resolution, a workaround or an action plan within 6 Service Hours from Accenture Support's receipt of notice in 90% of the cases; Except Information

		Security Incident which depends on specific case.
Priority 2 (P2) – High	Partial loss of business function in Production Environment and/or significant degradation of ability to provide services to Client's users.; a reasonable workaround exist.	**Response Target** Within 4 Service Hours from Accenture's receipt of notice in 90% of the cases. **Communication** Accenture will provide updates on the case, once every 3 days within Service Hours, unless otherwise communicated.
Priority 3 (P3) – Medium	Degradation or loss of non-critical business function in Production Environment. Users can continue operating with the results being adequate to perform needed functionality (although the process or format may not be desirable) Problems which degrade system functionality or business performance, but major functions of the application still work; or affecting users, preventing completion of a task.	**Response Target** Within 8 Service Hours from Accenture Support's receipt of notice in 90% of the cases. **Communication** Accenture will provide updates on the case, once every week within Service Hours, unless otherwise communicated.

Table 1 - Incident Priority Level

Service Level assumptions:

- In the event of Incidents occurring outside of Service Hours, as defined in Table 2 – Service Channels and Service Hours, the Response Targets and Action related times shall commence on the next business day when Service Hours start (e.g. if a request is received on a Saturday, the service levels would start on the succeeding Monday unless that day is a Local Holiday as referenced below in Table 3 – Excluded Holidays, in which case it would be the next business day). No weekend or holiday support is provided by Accenture except for Priority 1 issues.

- Service levels apply only to the Production Environments and not to test or development environments.

- Information Security Incidents, Errors, interruptions or outages in the SaaS Services caused by or resulting from Client's use of third party software not specifically approved in writing by Accenture are excluded from the scope of these service levels.

- Activities necessary to repair the SaaS Services which require issue analysis and fixing by 4th Level of support (3rd party vendor support) are excluded from the scope of these service levels.

Service Channel and Service Hours

Service Channel	Service Hours	Description
Phone Helpdesk for P1 Incidents	24 x 7	Phone Helpdesk only for P1 incidents, priority definitions apply, see Table 1 - Incident Priority Level.
Support Portal for P2-P3 Incidents	24 x 7	Self-service portal for creating, updating and displaying support cases and communicating, exchanging

		information with the support team.
P1 Officer	24x7	Picking up, processing and resolving P1 incidents according to targets mentioned above.
P2-P3 Incident Management	21 x 5 – On working days (Mon - Fri)* • 01:00 AM – 10:00 PM – UTC (Summer) • 01:00 AM – 10:00 PM – UTC+1 (Winter)	Picking up, processing and resolving P2-P3 incidents according to targets mentioned above.

Table 2 – Service Channels and Service Hours

* except local holidays as referenced below

Exceptions to Service Hours Based on Local Holidays

The following table shows the exceptions to the general Service Hours mentioned above. Accenture will not provide Support Services on those days – except for P1 incidents.

Local Holiday	General Date
New Year's Day	1st of January
Good Friday	Easter Sunday - 2 days
Christmas Day	25th of December
New Year's Eve	31st of December

Table 3 – Excluded Holidays