SUPPORT POLICY FOR ACCENTURE IDP SOFTWARE-AS- A- SERVICE

This Support Policy for Accenture IDP Software-as-a-Service is part of the SaaS Agreement between Accenture and Client. The purpose of this document is to describe and define the SaaS core support services.

General

Accenture by written notice shall provide to Client more detailed information about the core service support (i.e., contact information, phone numbers, Client's specific URLs, …). Such information is 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 SaaS Agreement to which this document is part of.

- "EMEA": European, Middle East and Africa
- "NA": North America
- "APAC": Asia Pacific
- Local Holiday: means it is 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 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.

The name and email address of these contacts will be provided to Accenture.

Support Service Level

Accenture will use commercially reasonable efforts to perform the Support Services so as 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 Resolution Targets, as applicable, are based upon the Incident Priority Levels which are defined as follows:

Incident Priority Level	Definition	Response Target	Resolution Target
Priority 1 (P1) – Emergency	Full service outage or security breach in production. As an example, no HTTP200 response for a static URL in Accenture managed production environment for all users; no reasonable workaround exists	90% within 2 hours from Accenture's receipt of notice as defined in Table 2 – Service Channels and Service Hours	90% within 4 hours from Accenture's receipt of notice except security breach which depends on specific case

Priority 2 (P2) – High	Partial loss of business function in productive environment and/or significant degradation of ability to provide services to Client's users. Problems with any application which is important to Client's business or operations and which make the application unusable or unavailable; a reasonable workaround exist	90% within 4 hours from Accenture's receipt of notice as defined in Table 2 – Service Channels and Service Hours	90% within 2 business days from Accenture's receipt of notice
Priority 3 (P3) – Medium	Degradation or loss of non-critical business function in productive environment. Users can continue operating with the results being adequate to perform needed functionality (although the process or format may be less then desirable) Problems which degrade system functionality or business performance; but major functions of the application still work Problems affecting a single user – preventing completion of a critical task but for which a reasonable workaround exists	90% within 8 hours from Accenture's receipt of notice as defined in Table 2 – Service Channels and Service Hours	90% within 8 business days from Accenture's receipt of notice

Table 1 - Incident Priority Level

Accenture will provide P2-P3 support from its Philippine Delivery Center.

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 Resolution Targets 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*

** When a federal holiday falls on a Saturday, it is usually observed on the preceding Friday. When the holiday falls on a Sunday, it is usually observed on the following Monday.

- *** When the legal public holiday for Christmas Day for NA falls on a Sunday, Monday, December 26, will be treated as a holiday*, 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 environment and not to test or development environments.
- Security breaches, 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 the service levels and the Resolution Targets shall not apply.
- Activities necessary to repair the service which require issue analysis and fixing by 4th Level (3rd party vendor support) are excluded from the scope of the service level and any Resolution Targets shall not apply.

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 resolution 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-P4 incidents according to resolution 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 won't provide Support Services on those days– except for P1 incidents.

Local Holiday	General Date
New Year's Day	1st of January
Chinese New Year	1st Day of 1st Lunar Month
Day of Valor	9th of April
Maundy Thursday	Good Friday - 1 day
Good Friday	Easter Sunday - 2 days
International Workers' Day	1st of May
Ascension Day	Easter Sunday + 39 days
Memorial Day**	Last Monday in May
Whit Monday	Easter Sunday + 50 days
Independence Day (PH)	12th of June / 4th of July (US)
Corpus Christi	Easter Sunday + 60 days
National Heroes Day	Last Monday in August
Labor Day	1st Monday in September
Day of German Unity	3rd of October
Reformation Day	31st of October
All Saints	1st of November
Veterans Day**	11th of November
Thanksgiving Day	4th Thursday in November
Day After Thanksgiving	4th Friday of November
Christmas Eve	24th of December
Christmas Day***	25th of December
Boxing Day	26th of December
Rizal Day	30th of December
New Year's Eve	31st of December

Table 3 – Excluded Holidays

** When a federal holiday falls on a Saturday, it is usually observed on the preceding Friday. When the holiday falls on a Sunday, it is usually observed on the following Monday.

*** When the legal public holiday for Christmas Day for NA falls on a Sunday, Monday, December 26, will be treated as a holiday.