

SUPPORT POLICY FOR ACCENTURE WIREDUP SOFTWARE 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 WiredUp Software 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" means the environment used by Client for the processing of live data and the operation of Client's business activities as permitted in a SaaS Service Order, as distinguished from development, testing, staging, POC or disaster recovery environments.
- "Local Holiday" means a local or public holiday in locations where Accenture provides Support in accordance with Table 2.
- "Service Hours" means the time period during which Accenture will provide Support to Customer, being 24 hours on Business Days
- "Business Days" means any day excluding Saturdays, Sundays (GMT+8) and statutory Local Holidays detailed in Table 2;

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 (or support contact mechanism as Accenture may provide from time to time) 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 conditions:

- In the event of Incidents occurring outside of 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 2, in which case it would be the next business day).
- Service levels apply only to the Production Environments and not to test or development environments.
- Accenture will classify a reported incident as Emergency, High or Medium in accordance with Table 1.
- 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.
- The number of hours of Technical Support included in the Service Order cannot be rolled over to the following month. Any unused technical support hours for a given month will expire at the end of that month, will not roll over or accumulate, and may not be carried forward to any subsequent month.
- The response to and resolution of a reported incident will be expressed in units of 30 minutes each, subject to each support request attracting a minimum time of 30 minutes.
- If Client reasonably believes that an incident is not being addressed in accordance with Accenture's support services commitments, Client may escalate the incident by sending a notice to management@wiredup.global. Client shall include the relevant support ticket number and a description of the incident. Upon receipt of such escalation notice, Accenture shall use commercially reasonable efforts to review the incident and engage appropriate personnel in accordance with Accenture's internal escalation procedures. The escalation mailbox is provided solely as a means to request management review of an open support ticket and does not create any additional service levels, response times, remedies, or other obligations beyond those expressly set forth in this document.

Service and Service Level exclusions:

Support services exclude any services that are required as a result of:

- Customer's use, operation or utilization of the SaaS Services in a way that is contrary to the terms of this agreement or the Documentation;
- faults or errors of any software, applications, accessories, attachments, hardware, machines, systems or any other devices and/or the user operation of which is not supplied by Accenture to Customer under this Agreement;
- faults in telecommunications infrastructure or communication lines;
- Inquiry regarding a routine technical issue; Information requested on SaaS Services capabilities/navigation; Installation or configuration; Any request for enhancement or additional functionality; "How to" questions

Accenture will not be obliged to provide Support, and will not be liable for any loss under the Agreement of whatever nature where Accenture's failure, delay or inability to perform Support is due to:

- Circumstances that are beyond Accenture's reasonable control.
- Customer's failure to perform its obligations under the Agreement;
- any failure or delay by Customer to report any incident; or
- Client making unauthorized changes to the SaaS Services.

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.

Local Holiday (Philippines)	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
Philippines National Holidays	Based on calendar year

Table 2 – Excluded Holidays

Minimum and Recommended Hardware Requirements

The SaaS Services consist of a web-based application, accessed through a web browser. Below is a list of all supported browsers, as well as the recommended hardware requirements on the Client machines. Supported Browsers:

- Chrome (recommended)
- Firefox
- Microsoft Edge

Minimum Recommended Hardware on Client machine:

- Intel Core i3 or above Minimum of 4GB RAM, 8GB or higher is recommended
- Microsoft Windows 10 operating system
- Broadband connection with minimum speed of 4Mbps, 10Mbps or faster is recommended