

ROL Intelligent Office™

SUPPORT SERVICES POLICY (EU)

AUGUST 18, 2023

Acknowledged by:

..... Authorized Signatory/Authorized Representative
..... (Full name)
..... (Title)
..... (Date)

1. **SUPPORT SERVICES**

- 1.1 ROL or a sub-contractor appointed by ROL shall provide the Support Services as set out in each Site Services Proposal and in accordance with this Support Services Policy.
- 1.2 In providing the Support Services, ROL shall ensure that its personnel, while on the premises of the Client, will comply with all reasonable rules and requirements as notified to ROL in writing and laid down by the Client for the behaviour of its own employees and contractors. ROL shall replace any Support Staff whom the Client can demonstrate has failed to comply with such rules and requirements. ROL shall also be responsible for the supervision, direction, control, wages, taxes, national insurance and benefits of the ROL Authorized Representative and other ROL personnel, and assume full responsibility for their acts and omissions, acknowledging that they are not employees or agents of the Client.
- 1.3 In receiving the Support Services, the Client shall provide, for ROL, its agents, subcontractors, consultants and employees, in a timely manner and at no charge, as reasonably required by ROL, at ROL's request: (a) access to the Sites, data and other facilities, including any such access as is specified in each Site Services Proposal and Site Set-Up Proposal; and (b) all documents, data, information, items and Client Materials in any form (whether owned by the Client or a third party) as reasonably required by ROL in connection with the Services, any Implementation Work or Transition Work and ensure that they are accurate and complete.
- 1.4 In respect of the Support Services, the Client must:
- (a) not allow any person other than a representative of ROL to modify, repair or maintain any part of the ROL Software;
 - (b) provide access to the Client's systems to the extent necessary for the purpose of providing the Support Services, and subject always to ROL's compliance with any reasonable security requirements of the Client;
 - (c) provide such further access for any Support Staff to the Site(s) as is necessary to carry out the Support Services, and obtain for ROL all permissions necessary to provide such access;
 - (d) when the Support Staff are working on the Site(s), provide equipment, facilities and supplies reasonably required by ROL, at ROL's request, to provide the Support Services, such as power and computer consumables; and
 - (e) comply as soon as reasonably practicable with all reasonable requests of Support Staff for information or assistance.

2. **OVERVIEW**

- 2.1 The Support Services are separated into two areas:
- (a) **End User Support** - Support provided to end users of ROL Software applications, such as phone applications, computer applications and shared touch screen applications.

- (b) **Administrator Support** - Support provided to the Client administrator or similar appointed person at the Client who has the responsibility to administer the ROL Intelligent Office Platform (“**Client Administrator**”).

3. **END USER SUPPORT**

Support Services given to Licensed Users is provided through online material available through ROL’s support portal. The portal is available on a 24/7 basis and follows the maintenance schedule of the ROL Software. The Parties acknowledge that in the case the support portal is unavailable or unaccessible, ROL will provide a suitable alternative to making such support material available.

4. **ADMINISTRATOR SUPPORT**

The Client Administrator that has full access to administer the Client’s installation of the ROL Intelligent Office Platform will be given necessary Training at a reasonable amount of Training event(s). The Client Administrator will have full access to ROL’s support portal and will be able to file support tickets. Support requests will be answered to in accordance with the Support Ticket Categorization and Response Times set out below.

5. **SUPPORT TICKET CATEGORIZATION AND RESPONSE TIMES**

Support ticket categorization	Response time for registration of issue	Resolution time
Critical Defect: Complete loss of functionality with severe business impact.	2 Business Hours	90% resolved within 8 Business Hours.
Major Defect: Partial loss of functionality with serious business impact.	Between 2 and 8 Business Hours	90% resolved within 2 Business Days
Minor Defect: No serious business impacts.	2 Business Days	90% resolved within 20 Business Days
Standard support requests: No serious business impact.	2 Business Days	90% resolved within 3 Business Days
Product improvement & feature requests.	2 Business Days	Decision made by ROL on a case-by-case basis

- 5.1 ROL will classify each support ticket at its discretion after receiving details of the Defect.
- 5.2 ROL may appoint a subcontractor to respond to support tickets.
- 5.3 Only current versions of ROL Software will be supported.
- 5.4 ROL shall use reasonable endeavours yet is not obliged to give support if the failure is caused by external reasons out of ROL’s control.

6. ROL INTELLIGENT OFFICE PLATFORM MAINTENANCE AND UPTIME

- 6.1 ROL Software Releases of the ROL Software will be pushed to the ROL Cloud Platform (“**Cloud Platform**”), Google Play and Apple App store from time to time. Release notes of the different ROL Software versions describing differences from previous version will be provided through the ROL support portal.
- 6.2 Cloud platform maintenance schedules are made available on a regular basis on the ROL support portal.
- 6.3 Uptime is defined as: $\text{Monthly Uptime \%} = (\text{Business Hours} - \text{Downtime}) / \text{Business Hours} \times 100$.
- (a) ROL undertakes to deliver an Uptime of the Cloud Platform to the Client of no less than 99% during Business Hours. For reduced service levels a service credit may apply. Where a service credit is the percentage of a monthly invoice for the respective service affected which did not meet the uptime service level during the same month, such credit will be credited to a future invoice provided to the Client.
- (b) Paragraph 6(c)(i) is not applicable in case the downtime is due to scheduled and notified maintenance, or is due to factors beyond ROL’s control, including without limitation:
- (1) infrastructure connectivity;
 - (2) the Client’s cloud;
 - (3) failure of ROL’s cloud service provider;
 - (4) an act or omission of the Client or its third party service providers; or
 - (5) problems relating to the environment of the Client or its third party service providers.