



CISTERMISER LIMITED SUPPORT SERVICES AGREEMENT IN RELATION TO THE PROVISION OF SERVICES UNDER CISTERMISER'S TERMS AND CONDITIONS RELATING TO THE LINKTHRU SYSTEM. DEFINED TERMS USED IN THIS AGREEMENT SHALL HAVE THE SAME MEANING AS IN THE TERMS AND CONDITIONS.

1 MAINTENANCE

- 1.1 Availability of the Service is set out in clause 4.2 of Cistermiser's terms and conditions.
- 1.2 In accordance with clause 4.3 of Cistermiser's terms and conditions CISTERMISER shall maintain and update the Services in accordance with the terms set out in this Support Services Agreement. During Maintenance Events as defined in Cistermiser's terms and conditions, CISTERMISER may, at its discretion, upgrade versions, install error corrections and apply patches to the Services. CISTERMISER shall use all reasonable endeavours to avoid unscheduled downtime for Services maintenance.
- 1.3 Maintenance includes all regularly scheduled error corrections, Services updates and those upgrades limited to improvements to features described in the Services Specification. Support for additional features developed by CISTERMISER, as requested by the Customer, may be purchased separately at CISTERMISER's then current rates.

2 TECHNICAL SUPPORT SERVICES

- 2.1 CISTERMISER will provide the Customer with first line support and maintenance support services. The Customer's personnel notified to CISTERMISER as customer support representatives ("**CSRs**") shall be authorised to contact CISTERMISER for technical support services. CISTERMISER shall provide technical support services to the specified set of CSRs. The escalation contact point is the Support Service Manager assigned to the Customer's account, nominated by CISTERMISER and notified in writing from time to time by CISTERMISER. Contact details of CISTERMISER's support team, who will handle support calls from the CSRs and shall maintain continuity of knowledge of the Customer account history, will be provided to the Customer and updated on a frequent and regular basis. CISTERMISER shall use reasonable endeavors to provide continuity of support engineers and the Support Service Manager.
- 2.2 CISTERMISER shall issue customer identification numbers ("**CINs/Case Number**") to the CSRs, which will allow those CSRs to access CISTERMISER technical support. CISTERMISER technical support shall accept email incident submittal from CSRs with valid CINs within Normal Business Hours. The CISTERMISER technical support call centre shall accept calls for English language telephone support during Normal Business Hours. CISTERMISER shall use all reasonable commercial endeavours to process support requests, issue trouble ticket tracking numbers if necessary, determine the source of the problem and respond to the Customer. The CISTERMISER technical support call centre shall respond to all support requests from CSRs with valid CINs within the time periods specified below, according to priority.



2.3 CISTERMISER shall determine the priority of any defect in the Services, using one of following priorities

Priority	Description	Response time	Target Resolution Time
Severity 1	The entire Service is "down" and inaccessible. Severity 1 incidents shall be reported by telephone.	within one Normal Business Hours	Within SIX Normal Business Hours. Continuous effort after initial response and with Customer cooperation.
Severity 2	Operation of the Services is severely degraded, or major components of the Service are not operational and work cannot reasonably continue.	within four Normal Business Hours	within TWELVE Normal Business Hours.
Severity 3	Certain non-essential features of the Service are impaired while most major components of the Service remain functional.	Within eight Normal Business Hours.	Within THREE Business Days.
Severity 4	Errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services.	Within 48 Normal Business Hours.	Next release of Software.

2.4 If no progress has been made on a Severity 1 or Severity 2 incident within the relevant target resolution time specified in the table above, the incident shall be escalated to the CISTERMISER Account Team. If the incident **is not** resolved, then after each successive increment of the relevant Target Resolution Time (for example, SIX hours for a Severity 1 incident, TWELVE hours for a Severity 2 incident), the incident shall be escalated to CISTERMISER's Technical Director followed by the Managing Director

2.5 CISTERMISER shall not provide front-line support to Customer employees who are not the designated CSRs. However, the Customer's designated CSRs may contact CISTERMISER technical support in order to report problems that the Customer's designated CSRs cannot resolve themselves after the latter have performed a reasonable level of diagnosis.