

**GLORY**



**UBIQULAR™ MASTER AGREEMENT  
TECHNICAL SUPPORT SERVICES  
SERVICE DESCRIPTION**

Where Technical Support Services are specified as applicable in a UBIQULAR Schedule, this Service Description sets out the scope of the Technical Support Services to be performed by the Supplier.

## TECHNICAL SUPPORT SERVICES

### Service Description

- 1.1 The Supplier shall provide Level 2 Support on Business Days during Standard Hours in the Territory. Any Technical Support Services requested outside the agreed hours of cover will be separately charged at the Supplier's standard charges prevailing at the relevant time.
- 1.2 In the event the Customer or its personnel experience any issues with or have any queries on usage of the Program(s) or the Cloud Services, the Customer shall initially engage Level 1 Support. In the event Level 1 Support is unable to resolve the query themselves, Level 1 Support shall raise a Service Request. On receipt of a Service Request, Level 2 Support will work to resolve the Service Request in accordance with the service levels set out in Clause 3 below, including engaging Level 3 Support and Level 4 Support as required.
- 1.3 The Supplier shall only be obliged to provide the Technical Support Services where all personnel nominated by the Customer to perform Level 1 Support have attended a training course provided or approved by the Supplier for the Program(s) and Cloud Services.
- 1.4 The Supplier will use reasonable efforts to respond to the relevant Customer's Level 1 point of contact within one Business Day of a Service Request being raised.
- 1.5 The Supplier shall use all reasonable efforts to make Maintenance Enhancements and to make them available to the Customer within a reasonable period following their issue.

For the purposes of this Service Description:

**"Level 1 Support"** means a technical support help desk operated by the Customer through personnel nominated by the Customer.

**"Level 2 Support"** means a telephone help desk operated by the Supplier in the Territory.

**"Level 3 Support"** means the Supplier's or the Supplier's licensor's central information systems and technical experts.

**"Level 4 Support"** means the Supplier's or the Supplier's licensor's program development team.

### Customer Obligations

Customer will grant Supplier such access as required (whether remote, virtual or physical) to perform the Technical Support Services.

Customer will make Supplier aware of any technical, operational or security requirements that may impact the Supplier's ability to perform the Technical Support Services.

### Assumptions

Not applicable

### Service Level Agreement

The Supplier shall classify all Service Requests raised by the Customer in accordance with the Service Level Classifications set out below. On classification, the Supplier shall work to resolve each Service Request in accordance with the Service Response Levels below.

The following Service Level Classifications apply:

<b>Issue Classification</b>	<b>Priority</b>	<b>Definition</b>
Class 1	Critical	Any Program or Cloud Service or any agreed critical function thereof fails to operate in accordance with the Documentation to such an extent that the Program(s) or Cloud Services are unusable and no workaround exists. Determination of usability shall be mutually agreed between the Customer and the Supplier.
Class 2	High	Any Program or Cloud Services or any agreed critical function thereof, in each case as is described in the Documentation, is severely impaired or only usable via a workaround. Determination of usability shall be mutually agreed between the Customer and the Supplier.
Class 3	Low	All other defects, issues or requests.

The following Response Levels shall apply to the relevant classifications of Service Level:

Class 1	Reasonable efforts from time of receipt until resolution via workaround, patch or Maintenance Enhancement in accordance with the following process: <ul style="list-style-type: none"><li>• Issue logged on the Supplier's internal tracking tool and given the "Class 1" issue rating.</li><li>• Support and development upper management teams engaged.</li><li>• Work to resolve the issue is allocated as the highest priority and resources to analyse and resolve the problem with the appropriate skill and expertise are allocated.</li><li>• One team allocated to find a workaround as soon as possible to bring the solution back into operation.</li><li>• In parallel with the team working on a workaround, additional resources are allocated to further testing and investigation of the issue to work on the release of a permanent fix, which, as soon as it is identified, will be placed in a dedicated Maintenance Enhancement.</li><li>• Progress updates cascaded through the relevant support teams to the responsible regional teams to provide the customer with regular and transparent status updates.</li></ul>
Class 2	Reasonable efforts will be made to achieve issue resolution in the next scheduled Maintenance Enhancement or via a patch at the discretion of the Supplier in accordance with the following process: <ul style="list-style-type: none"><li>• Issue logged on the Supplier's internal tracking tool and given the "Class 2" issue rating.</li><li>• Work to resolve the issue is allocated as a high priority and resources to analyse and resolve the problem with the appropriate skill and expertise are allocated.</li><li>• Resources are allocated to testing and investigation of the issue to work on the release of a permanent fix, which will be placed in in the next scheduled Maintenance Enhancement.</li></ul> <p>Progress updates cascaded through the relevant support teams to the responsible regional teams to provide the customer with regular and transparent status updates.</p>

### Class 3

Issue resolution will be included in a future Maintenance Enhancement, not necessarily the next one scheduled in accordance with the following process:

- Issue logged on the Supplier's internal tracking tool and given the "Class 3" issue rating.
- Work to resolve the issue is allocated to resources with the appropriate skill and expertise to analyse and resolve the problem as they become available.
- Following a permanent fix becoming available such fix will be included in a Maintenance Enhancement.
- Progress updates cascaded through the relevant support teams to the responsible regional teams to provide the customer with status updates when they are available.

#### Notes:

A workaround provided to a Class 1 issue will degrade that issue to Class 2

A workaround provided to a Class 2 issue may degrade that issue to Class 3

#### Out of Scope

The following services and activities are out of scope of the Services:

- the performance of any Technical Support Services with respect to any program or software not specified as applicable in the UBIQULAR Schedule, and
- the performance of any Service Exclusion.