

SCHEDULE 4 – Software Service Schedule

- 1 This Software Service Schedule applies when the Services provided by Condeco include Software Service.
- 2 Condeco will use all commercially reasonable endeavors to make the Software Service available 24 hours a day, seven days a week in accordance with the service levels in this Software Service Schedule, as amended from time to time.
- 3 Condeco reserves the right to charge for any services requested which are not covered by this Software Service Schedule.
- 4 Condeco may from time to time issue other documentation that provides information about hardware and support services, but such documentation is not contractually binding and is for information only.
- 5 The terms of this Schedule do not apply to any issue caused or contributed to wholly or partly by hardware or equipment which was not supplied by Condeco.

6 Condeco Hosted Service Levels

All Service Levels shall be monitored and measured twenty-four (24) hours a day, each day of the year and a Service Availability Level can be provided every month.

On the first of every month, the calculation will commence at 100% availability.

7 SL1 - Service Availability Level

Condeco will use all reasonable endeavors to meet Service Availability of 99.50%.

Condeco is not responsible for the End Customer's internal network or internet connectivity problems.

8 Service Availability Level Measurement

Service Availability Level shall be measured as a percentage of the total time in the Measurement Period (as defined below) and shall be calculated as follows:

$\text{Service Availability Level} = \frac{\text{Total Possible Uptime} - \text{Total Downtime}}{\text{Total Possible Uptime}} \times 100\%$
--

Service Availability	Based on the End Customer's authorized users being able to successfully logon and access the software and use Core Functionality, as defined below at all times except during periods of Scheduled Downtime.
Total Possible Uptime	Is the Measurement Period (in minutes) excluding Scheduled Downtime and emergency downtime

Total Downtime	<p>Is the time when Service is not available measured in minutes.</p> <p>Downtime will be recorded at the point from when a Priority 1 incident is raised with Condeco's service desk or when an event is registered through Condeco's infrastructure monitoring service and diagnosed as a Priority 1. Any Priority 1 incident registered during Scheduled Downtime will be Scheduled Downtime and will not count towards Total Downtime.</p>
Measurement Period	Is the total number of minutes in the relevant month.
Scheduled downtime	<p>Scheduled Downtime which may accrue during a maintenance window or via an emergency change request.</p> <p>Any Priority 1 incident registered during Scheduled Downtime will be Scheduled Downtime and will not count towards Total Downtime.</p>

9 Support Target Response

- 9.1 Condeco is committed to a rapid response of all reported incidents. All severities can be logged with Condeco support on a 24 hours per day, 7 days per week, 365 days per year basis via the online support portal.
- 9.2 Condeco does not guarantee resolution times, and a resolution may consist of a hotfix patch, workaround, system configuration change or any other Services Condeco deems reasonable. Condeco will use reasonable efforts to meet the Support Target Response Times stated in the table below.
- 9.3 Condeco will provide continuous efforts (24 x 7 x 365) to resolve Priority 1 availability issues until a workaround or resolution can be provided or until the incident can be downgraded to a lower Priority. Regular progress updates for all incidents raised will be provided by the Service Desk, however during the course of any Priority 1 incident the frequency of these updates will be defined and agreed.
- 9.4 If Condeco detects an event through its monitoring system, Condeco will diagnose the event notice and open up a relevant incident through our incident management system. Incidents are classified based on Priority definitions.
- 9.5 Both proactive tickets opened by Condeco and reactive tickets opened by the End Customer are managed in accordance to the Support Target Response Times below.
- 9.6 Upgrading / downgrading of Priority level is possible if, during the incident management process the incident no longer warrants the Priority level currently assigned based on its current impact on the production operation of the Services. The Priority level will be upgraded / downgraded to the level that most appropriately reflects its current impact.

10 Support Target Response Times

Priority	ResponseTimes Production
1 - Critical	30mins
2 - High	1 hour
3 - Medium	8 hours
4 - Low	24hours

11 Priority Definitions

Priority	Description
1 - Critical	The production system is completely inoperable or severely limits functionality causing critical disruption to the End Customer's working operations with no acceptable workaround available.
2 - High	<ul style="list-style-type: none"> - The End Customer's production system is operating but aspects of Core Functionality is inoperable or impaired; - operations can continue in a restricted fashion, although long-term productivity might be adversely affected resulting in significant disruption to the End Customer's working operations; - a temporary workaround is available but can't be used for an extended period.
3 - Medium	<ul style="list-style-type: none"> - The End Customer's production system is operating allowing users to continue using the software but non-Core Functionality is inoperable or impaired for a group of individuals / region with some disruption to the End Customer's working operations; - a temporary workaround is available; - A fault on a single or multiple digital room, desk or kiosk screens that render it unusable. - This is the highest designation available for a standard non-chargeable service request (implementation of additional licenses, standard SQL scripts, user documentation).
4 - Low	<ul style="list-style-type: none"> - User inconvenience, limited to single or a minority of end users, whereby issue is cosmetic and not disrupting the End Customer's working operations in a significant manner and work is able to continue via workaround; - a fault that effects the normal operation of a single or multiple digital room, desk or kiosk screen but does not render it unusable; issues with limited time sensitivity (such as UAT configuration, upgrade requests, or queries related to the functionality of the software).

Core Functionality - Enterprise	Authorised users are able to perform a search, book, edit / cancel and manage a booking for a room, desk or other resource items (office, AV equipment or catering) via the web application and the ability to run in-built/standard reports offered within application.
Core Functionality – Screen Manager	Screen devices and their settings can be managed on a cloud-based dashboard, including the management of screen locations, themes, settings profiles, and monitoring of device health, connectivity status and screen software updates. On the digital room screens, Authorised Users can clearly see if a room is free or booked, can book, check-in, extend, end and delete bookings on the touch screen, identifying themselves using a unique PIN or RFID card.

12 SL2 - Scheduled Maintenance Service Level

12.1 Service Level: Any maintenance to the software or platform will be carried out by Condeco during the agreed maintenance windows, or in accordance with the Service Management Schedule published from time to time.

12.2 Scheduled maintenance will be limited to 8 hours per calendar month

13 Service Management Schedule / Maintenance Window

13.1 Condeco will endeavor to give at least 1 weeks' notice of any planned maintenance that may affect availability, performance or functionality of the Services.

14 Emergency Maintenance

In the event of the requirement to perform emergency maintenance that effects the availability, performance or functionality of the Services, Condeco will endeavor to provide notification no less than 1 hour before commencement.