

Standard Support Schedule

This section only applies if the Order Form shows that Standard Support Services have been selected. If so, this Standard Support Schedule will apply in addition to the General Terms, the Product Terms, Product Schedules and any applicable Additional Terms. Any definition not provided in this Schedule shall have the same meaning as set out elsewhere in the Agreement. The Standard Support Services will be delivered by Acuant Inc, a wholly owned Group Company of GB Group Plc.

1. DEFINITIONS

1.1 The following definitions apply to this Standard Support Schedule:

“Business Hours” means 8:00am - 8:00pm (EDT/EST) Monday through Friday, excluding US public holidays.

“Error” means any verifiable and reproducible failure of a Product to perform substantially as described by GBG.

“Planned Maintenance” means any work planned in advance to be carried out by GBG or on GBG’s behalf that may cause the Service to be temporarily suspended.

“Product” means GBG GO.

“Service Request” means a Customer’s request for support services hereunder as logged in GBG’s ticket tracking system and assigned a reference number.

“Target Times” shall mean the target timescales listed in clauses 2.9 in which GBG aims to respond or resolve incidents reported in accordance with this Standard Support Schedule.

“Workaround” means a temporary solution to an Error that allows the Product to regain functionality and provide all major functions in accordance with the Documentation.

“Resolution” means that an Error correction has been provided with a solution, Workaround, or ETA on Product release, Update or Upgrade and the Service Request for the Error is closed.

“Severity” means the level of Error in a Service Request described as Critical (Severity 1), Major (Severity 2), and Minor (Severity 3).

2. STANDARD SUPPORT SERVICES

2.1. Day-to-Day System Administration: GBG will perform routine system administration of the Service, including server, network and security monitoring.

2.2. Service Management: The Service is provided 24 hours a day, 365 days per year. GBG will respond to faults GBG detects or which the Customer reports to GBG as set out in paragraph 2.5 below.

2.3. Scheduled Service Time: The Service has a target of 98.5% availability within any calendar month. This target excludes all periods of Planned Maintenance or any emergency maintenance or updates. GBG will use reasonable endeavours to meet and exceed this target. However, the Customer recognises and accepts that the Service is dependent upon third parties who are not in GBG’s reasonable control and therefore this remains a target only.

2.4. Planned Maintenance: From time to time, GBG may need to schedule maintenance of the Service. GBG will endeavour to conduct Planned Maintenance at a time that reduces the impact on the availability of the Service. Where possible, Planned Maintenance will be conducted during low usage periods. If GBG is required to suspend the Service for Planned Maintenance GBG shall give the Customer as much advance notice as is practicable.

2.5. Helpdesk: the contact number and web address of designated contact points, will be the Customer's contact points for placing orders, reporting faults and making inquiries relating to the Service. The Customer can use the numbers to contact the Helpdesk to report faults 24 hours a day, 365 days a year and, during Business Hours only, to order services or make enquiries.

- Preferred: Support ticketing system: <https://support.acuant.com>
- Telephone: +1 (213) 867-2630
- No Service Level Customizations or changes

2.6. Fault Reporting and fault repair: Any incidents or faults in the Service are to be notified to the Helpdesk via the System Administrator or any reporting procedures GBG requires the Customer to use from time to time. Following notice, GBG shall undertake an initial assessment, provide a fault reference and discuss and agree with the Customer a Severity Level.

2.7 Severity level definitions: Support tickets are categorized according to the impairment of functionality of a Product. When submitting a support ticket, a Customer must supply detailed information (such as version numbers, platforms, steps to reproduce the Error, exact error message(s), logs, changes made to the system or environment prior to appearance of the Error, etc) in order for the GBG support team to properly identify and diagnose the cause of the Error and not delay the response to ticket resolution.

- a. Severity 1 – Critical: Errors that severely affect the security of the Product, its complete availability or impacts the use of the Product and requires immediate corrective action but does not include partial local device malfunctions:
 - I. A loss of cloud service.
 - II. Complete or major impact on security or availability (outage) and use of the service.
 - III. Product is completely unusable across all local devices.
- b. Severity 2 – Major: High-impact Errors in production systems that is determined by Acuant to be a Product Error but does not include Errors in document verification. Essential operations are disrupted/slowed, but not out of use:
 - I. Material reduction in any functionality of a Product
 - II. Moderate degradation in capacity or traffic handling capability or a moderate degradation in normal processing or response time.
 - III. Any other major issues that have significant impact in the use of the service (primarily related to availability and/or Errors).
- c. Severity 3: Minor: Errors, Enhancements, Feature Requests, and general questions which do not significantly impair the functioning of the Product and do not significantly affect service to Customers or their clients. This Severity would also include Feature Requests, and other miscellaneous issues. These Errors/Feature Requests are tolerable during system use. These include, but are not necessarily limited to:
 - I. Issues related to the accuracy or completeness of transaction results (document authentication, OCR, facial recognition, etc).
 - II. Support or coverage for specific document types, countries, or regions within our current library. Library releases fall into this category. Library releases are weekly based on priority.
 - III. Aesthetic issues that do not relate to functionality or performance.

2.8. These service exclusions include but are not limited to:

- a) Errors resulting from unauthorized changes, modifications, or alterations to the Product;
- b) Problems in the operation or performance of the Products caused by third party software or hardware products.
- c) Interaction between the Product or Hardware and operating systems, and other software, on non-approved operating system, or other software for use with the Product or Hardware.
- d) Customer's use of the Product or Hardware on non-approved equipment.

2.9. Target Response and Resolution Times: Each of the priorities has the following associated Target Times:

Service Level	Target Response Times	Target Resolution Times
<u>Severity 1:</u> <u>Critical</u>	4 Business Hours	4 Business Hours
<u>Severity 2:</u> <u>Major:</u>	4 Business Hours	TBD Based on issue and commercially reasonable efforts
<u>Severity 3:</u> <u>Minor:</u>	2 Business Days	TBD Based on issue and commercially reasonable efforts

2.10. Disclaimer. GBG will use reasonable endeavours to resolve any incident or fault within the appropriate Target Time, but the Customer recognises and accepts that GBG may need to resolve issues with a Data Supplier, which could involve work being carried out outside of Business Hours to accommodate for time zone differences and the Target Time remains a target only.

2.11. Outside of Business Hours. Outside of Business Hours, the Target Times will begin on the start of Business Hours on the next Business Day. With the exception of Severity 1 Errors, all other Errors which cannot be resolved by the Helpdesk by the end of Business Hours on the Business Day that GBG acknowledges them will be put on hold until the start of Business Hours on the next Business Day.