

| Service Level Agreements                                                  |                                                                                                                                                                                                                      |                                      | Support Options                 |                |               |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------|----------------|---------------|
| All levels of support include essential product update cover and license. |                                                                                                                                                                                                                      |                                      | Standard                        | Enhanced (POA) | Premium (POA) |
| Target Resolution Time                                                    | Target Resolution Time for Severe Tickets only as defined in SLA Clause 6.                                                                                                                                           |                                      | 24 hours                        | 12 hours       | 12 hours      |
| Target Response Times (business hours)                                    | Response is defined in SLA Clause 6.                                                                                                                                                                                 |                                      |                                 |                |               |
| Severe:                                                                   | A critical level issue is an issue where the Customer has a system DOWN situation. This is defined as all users cannot log into their GenetiQ System because of a problem with a Supported Product.*                 |                                      | 6 hours                         | 4 hours        | 2 Hours       |
| High:                                                                     | A high level issue is an issue where a Customer cannot perform a business critical function because of a problem with a Supported Product. This level is only given to issues which relate to transactional issues.* |                                      | 10 hours                        | 5 hours        | 5 hours       |
| Medium:                                                                   | A medium level issue is an issue where the Customer is having a non- transactional related problem or question relating to a Supported Product. These are usually related to reporting, reconciling, etc.*           |                                      | 16 hours                        | 8 hours        | 8 hours       |
| Low:                                                                      | A low level issue would be a general query relating to a Supported Product that would not effect the running of the business. *                                                                                      |                                      | 72 hours                        | 48 hours       | 48 hours      |
| Hours of Support                                                          | Monday To Friday                                                                                                                                                                                                     |                                      | 8 to 5:30                       | 8 to 5:30      | 8 to 5:30     |
| Supervised Updates within business hours                                  | Software Updates 8:30 to 5:00pm Monday to Thursday                                                                                                                                                                   |                                      | Yes                             | Yes            | Yes           |
| Supervised Updates outside business hours                                 | Software Updates outside normal business hours                                                                                                                                                                       |                                      | Chargeable                      | Included       | Included      |
| Number of Tickets                                                         | Number of Support Tickets allowed per year                                                                                                                                                                           |                                      | 50                              | 100            | Unlimited     |
| Number of Listed Contacts                                                 | Number of named listed users to liaise with GenetiQ Support helpdesk                                                                                                                                                 |                                      | 4                               | 5              | 10            |
| Methods of contact                                                        | Online Helpdesk Support Portal                                                                                                                                                                                       |                                      | Yes                             | Yes            | Yes           |
| Telephone Hotline                                                         |                                                                                                                                                                                                                      |                                      | Yes                             | Yes            | Yes           |
| CCR                                                                       | Configuration Change Request allowed without PO - 10 minute limit for each change - per year                                                                                                                         |                                      | Chargeable                      | Chargeable     | Chargeable    |
| Enterprise Support                                                        | Access to Enterprise Support Team                                                                                                                                                                                    |                                      | No                              | No             | Yes           |
| Dedicated Contact                                                         | Named Support Contact                                                                                                                                                                                                |                                      | No                              | No             | Chargeable    |
| Year End Services*                                                        | One Year End per Company per Year (Business hours only & Providing month end checklist has been completed)                                                                                                           |                                      | Yes                             | Yes            | Yes           |
| Dedicated GenetiQ Support Point of Contact                                |                                                                                                                                                                                                                      |                                      | No                              | Yes            | Yes           |
| GenetiQ Account Manager                                                   |                                                                                                                                                                                                                      |                                      | Yes                             | Yes            | Yes           |
| GenetiQ Customer Installation                                             | Install GenetiQ on Customer PCs                                                                                                                                                                                      |                                      | Chargeable                      | Chargeable     | Chargeable    |
| Account Management                                                        |                                                                                                                                                                                                                      |                                      |                                 |                |               |
| Account Manager                                                           | Dedicated Account Manager                                                                                                                                                                                            |                                      | Yes                             | No             | No            |
| Key Account Manager                                                       | Dedicated Key Account Manager                                                                                                                                                                                        |                                      | No                              | Yes            | Yes           |
| Ticket reviews                                                            | Quarterly Ticket Reviews                                                                                                                                                                                             |                                      | N\A                             | Yes            | Yes           |
| Planning                                                                  | Annual Strategic Planning Meeting                                                                                                                                                                                    |                                      | No                              | No             | Yes           |
| Service Days                                                              | Annual Proactive Service & Maintenance time                                                                                                                                                                          |                                      | No                              | 4 days         | 12 Days       |
| Additional Services                                                       |                                                                                                                                                                                                                      |                                      |                                 |                |               |
| Operational Assistance                                                    | Bundled Remote Assistance                                                                                                                                                                                            |                                      | 10hrs                           | 10hrs          | 10hrs         |
| Bundled ProServe Days                                                     | Tier 1 - Days ordered upon Request                                                                                                                                                                                   |                                      | N\A                             | N\A            | N\A           |
| Bundled ProServe Days                                                     | Tier 2 - 1 day per QTR can be added to monthly DD                                                                                                                                                                    |                                      | 4 days                          | 4 days         | 4 days        |
| Bundled ProServe Days                                                     | Tier 3 - 1 day per month can be added to monthly DD                                                                                                                                                                  |                                      | 12 Days                         | 12 Days        | 12 Days       |
| Bundled ProServe Days                                                     | Tier 4 - Details provided upon request                                                                                                                                                                               |                                      | 24 Days                         | 24 Days        | 24 Days       |
| Optional Support Services                                                 | Extended Out Of Hours Support                                                                                                                                                                                        | Weekend Critical (8 to 12 Saturday)  | Quotation Provided Upon Request |                |               |
|                                                                           | Extended Out Of Hours Support                                                                                                                                                                                        | Weekday Critical (17.30 to 20.00)    |                                 |                |               |
|                                                                           | Out of Hours Updates                                                                                                                                                                                                 | Monthly fee for out of hours updates |                                 |                |               |
|                                                                           | Year End Requests                                                                                                                                                                                                    | Out of hours Year End Requests       |                                 |                |               |