

SCHEDULE 2 – SERVICE MAINTAINENCE AGREEMENT

1 INTRODUCTION

1.1 This schedule forms part of the Agreement only if the Licensee has ordered a service and maintenance subscription as indicated in section 1 of the main body of the Agreement. This schedule sets out the terms and conditions for service and maintenance delivered by DHI to Licensee. For the avoidance of doubt, the general terms and conditions set out in schedule 1 of the Agreement also apply to the services described in this schedule 2.

2 RIGHT TO REMEDY OF ERRORS

2.1 If the Licensee has ordered a service and maintenance subscription as indicated in section 1 of the main body of the Agreement, Licensee has the right to report any defect in the Software to DHI and DHI will remedy such defects in accordance with the terms of this schedule 2.

3 INCIDENT REPORTING

3.1 Defects shall be reported to DHI's hotline support through one of the following channels:

Global email support: mike@dhigroup.com

Local hotline support: <https://www.mikepoweredbydhi.com/contact-us>

4 SERVICE DESCRIPTION

4.1 The services to be provided by DHI under this schedule 2 include:

- Receiving reports of defects through the DHI's hotline function detailed in section 2 above.
- Problem management by managing incidents in the software that through the incident handling become categorised as defects. The software covered are listed in section 2 of the main body of the Agreement.
- Release management by solving defects through hot fixes.
- Release of hot fixes which will either be made available for download or electronically send to Licensee as deemed necessary by DHI. DHI does not have access to implement hot fixes directly in Licensee's IT environment.
- Service is provided on the components as set out in the as-build documentation within the context of the solution. This implies that DHI will not provide service on the components that are used outside the context of the system provided by DHI e.g. provided 3rd party components used independently.

DHI may at its discretion offer to provide on-site support in addition to the above.

5 RESPONSE TIMES

5.1 Incidents will be responded to according to the following classification, and DHI will strive to meet the following response problem solving initiation times:

Incident type	Response time	Start of problem solving
Operational incidents ¹	8 hours within applicable service hours	Within 1 day within applicable service hours
Slight incidents ²	1 day within applicable service hours	Within 5 days within applicable service hours
Other types of queries	2 days within applicable service hours	N/A

¹ Incidents that after initial analysis can be categorised as inhibiting for the Licensee's use of material parts of the system and for which a work-around either a) does not exist or b) will cause major inconvenience.

² Incidents that after initial analysis can be worked around without major inconvenience or only hinder use of immaterial parts of the system.

After initial analysis the applicable classification will be agreed between DHI and Licensee.

6 INCIDENT HANDLING PROCESS

6.1 The incident handling process is as follows:

1. Licensee reports an incident via the contact information provided under section 2 above.
2. DHI's hotline service registers the incident, replies to the Licensee with an incident id and forwards the incident to an appropriate incident handler.
3. The incident handler analyses the incident, potentially verifies it and categorises it. This may lead to communication with the Licensee.
4. The incident handler initiates the problem solving. This may lead to communication with the Licensee.
5. Incident resolution is communicated to the Licensee through DHI's hotline service.
6. The hotline service closes the incident.

7 SERVICE HOURS

7.1 Services under this Schedule 2 are provided and take place during the following service hours excluding bank holidays in the local DHI office:

Days	Time
Monday to Friday	from 9:00 to 16:00

8 LICENSEE REQUIREMENTS

8.1 DHI may require the collaboration of and information from Licensee in order to solve any technical issues and errors in the Software. Licensee must provide such necessary collaboration and information as reasonably requested by DHI in order for DHI to be able to provide its services under this schedule 2.

9 VERSIONING AND LEGACY SUPPORT

9.1 DHI may in its discretion release updated version of the Software licensed by Licensee under the Agreement. Licensee's license to use the Software includes a right to use such updated versions subject to the terms of the Agreement.

9.2 DHI may in its discretion make its provision of services under this schedule 2 subject to Licensee using the current version of the Software to which the services relate or a version no older than decided by DHI, i.e. if Licensee does not use an updated version as required by DHI, DHI may suspend Licensee's subscription to this Service and Maintenance Agreement and DHI's provision of services hereunder.