

February 16, 2022

## MAINTENANCE AND SUPPORT POLICY

### DEFINITION OF TERMS

**LAIYE** refers to LAIYE Pte. Ltd. and all of its affiliates, subsidiaries and branches, hereinafter collectively referred to as "LAIYE".

**Licensee** refers to the entities who purchase or subscribe Software from LAIYE or LAIYE's authorized resellers.

**Software** refers to the software products that are developed by LAIYE, including all modules and features provided by LAIYE's Intelligent Automation Platform.

### MAINTENANCE SERVICES

#### Error Corrections

LAIYE shall provide error correction service to Licensee in order to bring Software into conformity with the then current published documentation for the most current version of Software, unless such malfunctions have been caused by Licensee's modifications of Software that were not authorized by LAIYE, or unless Licensee's modifications prohibit or hamper such corrections.

#### Software Releases

As part of its maintenance services, LAIYE may provide periodic Software releases in order to ensure Software is compatible with new security patches and can operate under new releases of the operating system for which Software is designed.

#### Maintenance Releases

LAIYE may provide periodic Maintenance Releases. Maintenance Releases generally only provide error corrections. Such releases shall be denoted by a change in the digit to the right of the second decimal point – for example, v1.0.0 to v1.0.1.

#### Minor Releases

LAIYE may provide periodic Minor Releases. A Minor Release generally provides minor enhancements and fixes bugs (i.e., error corrections) for Software. Such a release shall be denoted by a change in the digit to the right of the first decimal point – for example v1.0. to v1.1.

#### Major Releases

LAIYE may provide periodic Major Releases. A Major Release generally provides major enhancements, as well minor new enhancements and error corrections for Software. Such a release shall be denoted by a change in the digit to the left of the first decimal point – for example v1.0. to v2.0.

#### Limitations on Scope of Maintenance Services

LAIYE shall have no obligation to provide releases or support for Software except as explicitly set forth in this policy. LAIYE shall not have any responsibility to develop subsequent components for Software or additional processes for Licensee, except as explicitly set forth herein.

Due to the nature of software operating in a multivendor environment, LAIYE provides no guarantee to fix errors in Software within any specific time duration.

Maintenance Services do not include: (a) development of customized computer programs, (b) repairs or services relating to any third-party software or hardware, or (c) hardware modifications or changes to existing hardware configurations that are outside the scope of the warranty.

LAIYE may provide maintenance services for the two most up-to-date major release versions ONLY, but NOT any earlier major release versions. Licensee is encouraged to upgrade to the most up-to-date major release version, and LAIYE provides no guarantee on maintenance services for any outdated major release versions.

## **SUPPORT SERVICES**

LAIYE shall provide support to Licensee as described below (“Support”):

### **Enterprise Product Support**

Under this agreement, Licensee is entitled to LAIYE’s enterprise product support for which LAIYE renders support services to Licensee during normal business hours for all components of Software. Support and maintenance services are available in English, Spanish, Portuguese, and Mandarin.

### **Limitations on Scope of Support Services**

LAIYE may provide support services for the two most up-to-date major release versions ONLY, but NOT any earlier major release versions. Licensee is encouraged to upgrade to the most up-to-date major release version, and LAIYE provides no guarantee on support services for any outdated major release versions.

### **Support Hours**

LAIYE provides support on all business days from 9am – 5pm. Business days are defined as weekdays that are not public holidays, in the country where Software was purchased. For countries with multiple time zones, business hours are defined based on the time zone of the capital city.

Customers requiring 24/7 support can purchase Premium Support from LAIYE.

### **Mode of Contact - Email Support**

Support Email: [Globalsupport@laiye.com](mailto:Globalsupport@laiye.com)

When contacting support services, please specify the following information:

1. Email Subject: severity plus a short description (e.g., S1: Commander is unresponsive)
2. Email Body: description of the issue
  - a. Module & Version
  - b. Detailed description of the issue, preferably including the steps on how to simulate the issue within the system
  - c. Video recording or screenshots of the error message / issue

All official communications for support will be handled via email.

### **Service Levels and Response Times**

LAIYE will generally provide services within following response and resolution times, with respect to different levels of errors escalated by Licensee to LAIYE. However, resolution times are based on best effort and are not contractually obligated.

### Severity Definitions and Service Level Agreement

Severity	Definition	Response	Resolution Goal
S1	Critical impact to PROD system(s), large number of users experiencing critical loss of function or data integrity risk.	< 2 business hours	Strive for < 4 hours. Work continuously until resolved.
S2	Significant Impact to business service or system performance affecting production system(s).	< 4 business hours	Strive for same day
S3	Limited impact to the system(s), localized to specific service, application or group of users. Workaround may be available to circumvent.	1 business day	Within 2 business days
S4	No service impact, non-critical issues, or general questions.	1 business day	Within 3 business days