

Schedule 1 – Service Levels

1. PURPOSE OF SCHEDULE

1.1 What is this Schedule?

- (a) This document comprises a Service Level Schedule and should be read in conjunction with the Master Services Agreement and relevant SOW forming part of the Agreement between ARKANCE and the Customer.
- (b) This Service Level Schedule details certain terms and conditions with respect to the Support Services offering of ARKANCE for the relevant duration of the provision of such Support Services under the Agreement.

1.2 Defined terms + interpretation

- (a) In this Service Level Schedule, unless otherwise provided, capitalised terms shall have the meaning as specified in the Master Definitions + Interpretation Schedule.

2. INCLUSIONS + EXCLUSIONS

2.1 ARKANCE will provide Support Services limited to assisting with technical issues related to Goods (including any hardware, software, Software as a Service, and Third Party Products) and Services purchased from ARKANCE. Support is provided for:

- (a) troubleshooting software errors;
- (b) basic usage guidance;
- (c) resolving issues related to the functionality and performance of supported software, hardware, and services within their intended scope of use as supplied by ARKANCE.

2.2 ARKANCE will not provide Support Services for:

- (a) systems, software, or hardware not purchased through ARKANCE;
- (b) issues arising from third-party modifications, integrations, or customisations;
- (c) training, consultancy, or in-depth workflow optimisation beyond basic troubleshooting;
- (d) general IT infrastructure, including network, server, or hardware-related issues unless explicitly covered under a separate agreement.

3. HOW ARE SUPPORT CASES LOGGED?

- 3.1 All support cases must be logged through the ARKANCE ticketed system. Cases can be submitted via the ARKANCE Support Portal or by emailing the designated ARKANCE support email address, which will automatically generate a ticket.
- 3.2 Cases submitted through direct emails to ARKANCE staff members will not be recognised as official support requests and may not be actioned. To ensure timely and effective support, all enquiries must follow the designated ticketing process.

4. CUSTOMER SUPPORT

- 4.1 The ARKANCE support system is a conduit to the entire customer support function of ARKANCE.
- 4.2 The customer support function of ARKANCE is made up of separate teams dedicated to supporting specific products and providing specific services.
- 4.3 The ARKANCE support system is responsible for responding to support cases in a timely manner, ensuring the details of a Customer's support request are documented appropriately and also for starting the resolution process as soon as possible. The support team will suggest possible answers to questions raised and problems experienced as well as provide recommended courses of action.

5. PRIORITY + TARGET RESPONSE TIMES

- 5.1 ARKANCE will assign to each support case with a Priority (from Level 0 to Level 4), in accordance with the following table. The purpose of the Priority is to prioritise urgency of action so that the support case may be resolved.

Priority	Target Response Time	Maximum Response Time	Target Resolution Time	SLA Period
Priority 0 – Self Service	N/A	N/A	N/A	[Support Hours]
Priority 1 – Urgent	1 hr	2 hrs	1 bd	[Support Hours]
Priority 2 – High	2 hrs	4 hrs	2 bd	[Support Hours]
Priority 3 – Normal	4 hrs	1 bd	5 bd	[Support Hours]
Priority 4 – Low	1 bd	2 bd	As scheduled	[Support Hours]

If ARKANCE is unable to resolve the request, it will be escalated to the corresponding vendor for further assistance, with all correspondence managed by ARKANCE.

bd = Business Day, equal to 8 hours.

5.2 ARKANCE reserves the right, acting reasonably, to amend at any time the Priority of a support case.

6. EXPLANATION OF PRIORITY

- 6.1 **Priority 0 - Self-Service** means an enquiry or issue where the user has the ability to seek resolution independently through available resources, such as the Knowledge Hub, system documentation, or automated troubleshooting tools. This includes, but is not limited to, common system errors, frequently asked questions, and user guidance materials that do not require direct intervention from ARKANCE. The determination of whether an enquiry qualifies as Self-Service shall be made by ARKANCE in its reasonable discretion.
- 6.2 **Priority 1 – Urgent** means a failure that results in a total loss of functionality for all users, preventing access to essential services and significantly impacting core business operations. This includes, but is not limited to, complete system outages, critical security incidents, or failures affecting mission-critical workflows. The determination of whether an issue constitutes an Urgent Priority Issue shall be made by ARKANCE in its reasonable discretion.
- 6.3 **Priority 2 – High** means a failure that significantly impacts multiple users or a key business function but does not result in a total loss of system functionality. While a workaround may be available, the issue causes substantial disruption to business operations or severely reduces efficiency. The determination of whether an issue constitutes a High Priority Issue shall be made by ARKANCE in its reasonable discretion.
- 6.4 **Priority 3 - Normal** means a failure affecting a single user or a non-critical system function that does not prevent overall system usage. The issue may cause inconvenience or reduced efficiency, but a viable workaround is available, and business operations can continue without significant disruption. The determination of whether an issue constitutes a Normal Priority Issue shall be made by ARKANCE in its reasonable discretion.
- 6.5 **Priority 4 - Low** means a minor event that causes little to no impact on system functionality or business operations. This includes, but is not limited to, general inquiries, requests for guidance on system usage, or cosmetic issues that do not affect performance. The determination of whether an issue constitutes a Low Priority Issue shall be made by ARKANCE in its reasonable discretion.

7. CLOCK STOP CIRCUMSTANCES

- 7.1 The Target Response Times or Target Resolution Times will not include any time period(s) during which there is;
- (a) any outstanding additional information, assistance and/or material required from the Customer or a third party which is necessary for ARKANCE to help resolve the Registered Case; or
 - (b) a lack of the required remote connectivity or access to the Customer's environment(s).
- 7.2 The times noted in clause 5 do not apply where a delay is;
- (a) due to a Force Majeure Event;
 - (b) caused by misuse by the Customer or its Personnel;
 - (c) due to scheduled and emergency maintenance;
 - (d) caused by defects or problems arising from the Customer's IT infrastructure, including any systems, software, services or IT infrastructure provided or hosted by a third party service provider; or
 - (e) caused by a virus, hacking, cyber security breach or other malicious activity of any person (unless caused by ARKANCE).

8. HOW ARE REGISTERED CASES RESOLVED?

- 8.1 ARKANCE will use its reasonable commercial endeavours to procure that a support case is resolved by ARKANCE within the Target Resolution Time for the particular Priority.
- 8.2 The Customer acknowledges that there are various ways in which a support case may be resolved and that the resolution work may consist of fixes, workarounds, configurations, software re-starts and/or other methodologies or action items, including the making available of subsequent Updates or new Releases and so forth.

9. CONDITIONS OF SUPPORT SERVICES

- 9.1 It is a condition of the provision of Support Services that:
- the Customer has fully complied with the Agreement, including providing remote access when required and access to all applications and databases as may be relevant;
 - (a) the Customer has not materially breached any other agreement with ARKANCE;
 - (b) the Customer has maintained the Application Software with all pertinent Updates and Releases made generally available and is not operating in unsupported state (including without limitation using old products which are no longer supported by ARKANCE); and
 - (c) the Licensed Release of the Application Software is subject to a valid and current licence or right of use, has been fully delivered, installed and configured as well as been accepted and subject to "Go Live".