

## Support and Maintenance Policy

This policy (“Policy”) describes the support and maintenance services offered by IFS to its customers for Copperleaf Software, including where provided on a SaaS basis, and for its Hosting Environment.

Capitalized terms used herein shall have the meaning as given to them in the glossary at the end of this Policy.

### 1. SUPPORT AND MAINTENANCE

- 1.1. **Support hours.** In this Policy, all references to ‘hours’ and ‘days’ are solely hours and days within Support Hours. IFS may choose to perform some activities outside the Support Hours at its sole discretion, or the parties may contract for extended hours.
- 1.2. **Support contacts.** Customer shall designate 1 – 3 Support Contacts to whom IFS will provide technical support in relation to the Software in response to Support Tickets.
- 1.3. **Support Tickets.** Requests for support may be made by logging a Support Ticket at any time. During Support Hours, IFS will assist Customer to evaluate and classify Support Tickets and determine their route to Resolution. IFS will also analyze documented and re-producible Defects.
- 1.4. **Maintenance.** IFS shall provide the following maintenance services for the Hosting Environment and/or, when the Software is otherwise hosted by IFS:
  - Continued provisioning of the Hosting Environment
  - Apply operating system updates
  - Administer operating system licenses
  - Schedule and update regular anti-virus scans
  - Install Resolutions and Updates
  - Install and update applicable Oracle software and administer applicable Oracle database licenses.
  - Schedule and administer twice daily, offsite, encrypted backups of Customer Data (to be stored for not less than 90 days).
  - Monitor Software application uptime and resource usage.
  - Maintain required third-party relationships required for IFS to provide the Hosting Environment, as well as associated Customer Data backup services and required infrastructure software licenses
  - Services for support in respect of any third-party software will be provided by IFS only where agreed and specified in the applicable Order Form for such services; Any Resolution of defects in such third-party software will be of the same nature and extent as IFS receives from the applicable third-party software vendor, subject to this Policy and / or any separately agreed terms.

Maintenance will be carried out according to the IFS Planned Maintenance Policy as provided in the Copperleaf section at [www.ifs.com/legal](http://www.ifs.com/legal).

**Exclusions.** Maintenance does not cover anything not expressly stated in this Policy, including, without limitation:

- Services provided or available under any other IFS program or service;
  - Services to add new functionality or leverage new Release capabilities beyond maintaining existing functionality (a separate SOW would be required);
  - Extensions that do not wholly meet the definition of ‘Extensions’ provided in the Glossary, for example extensions not developed by IFS, or using unsupported mechanisms;
  - Resolution of reported defects which result from:
    - third-party software or hardware that is not within IFS’s control,
    - any modification including Value Framework code modifications and report template modifications, made by or on behalf of Customer, including Value Framework Developer Users,
    - the combination of the Software with another non-IFS product or products provided by Customer, or
    - use of the Software or Hosting Environment by Customer which is not in accordance with the Documentation.
  - Any professional services including creation, modification, testing, or optimization of Customer configurations, major refactoring or re-architecture of Extensions due to non-backward-compatible platform changes, training services, data repair or back-up (other than as specified in this policy), all of which will only be provided subject to agreement on terms and pricing.
- 1.5. **Target initial response times.** Support Ticket initial target response times are as follows:

Priority Level	Target initial response time
1 (Critical)	2 hours

2 (High)	4 hours
3 (Medium)	24 hours
4 (Low)	80 hours
5 (Planning)	180 hours

1.6. Hosting Environment Backup and Disaster Recovery: target times are as follows:

Action	Target time
Disaster Recovery through Backup Restoration	Recovery Time: One (1) day
Restoration of Hosting Environment from most recent successful backup in either the same or a secondary data center.	Backup snapshot frequency: 12 hours

## 2. DEFECT RESOLUTION

2.1. Resolution. IFS will use commercially reasonable efforts to provide a Resolution to Defects submitted by Customer.

In order to fully characterize reported Defects and test Resolutions and Updates and Releases, Customer agrees that from time to time, IFS may copy snapshots of the Hosting Environment or Software to IFS’s development and test environments.

Where the route to Resolution is by way of a software update, this will be made available by IFS through a Release or an Update as applicable.

Resolutions are made solely for the Current Release and IFS does not warrant conformity with other Releases of the Software or any other software. The implementation of new Releases of the Software may require Customer to acquire new releases of, or additional, third-party software and hardware, or to accept additional terms and conditions, and may not be compatible with, be based on, or include the same technology, architecture or functionality as prior Releases.

2.2. Customer Issues. IFS will have no responsibility for Customer Issues. Customer understands that any work performed by IFS in regards of any Customer Issue may incur additional charges, whether or not the Support Ticket is successfully resolved. IFS will notify the Customer without undue delay when IFS identifies that a Support Ticket constitutes a Customer Issue.

2.3. Target Resolution times. Target Resolution times are listed in the table below and are based on the assumption that the reported Defect: (i) is not excluded pursuant to section 1.5 of this Policy, and (ii) is reproducible by IFS in the Customer’s Hosting Environment or IFS’s test environments:

Priority Level	Description	Target Time
1 (Critical) (“P1”)	<b>System or Service Down.</b> The affected Instance is offline or has severe disruptions, potentially due to security issues or applications malfunction. This hinders critical business tasks with no available workaround. This can apply to Production, Critical Non-Production environments, deployment errors, data corruption, or critical security vulnerabilities. To qualify as P1, a skilled Customer-side resource is needed to work with IFS.	One (1) day
2 (High) (“P2”)	<b>Service Degraded for Business-Critical Function.</b> The affected Instance experiences significant service reduction or application performance issues without causing data loss. No acceptable workaround exists. This qualifies as P2 if business critical functionality is affected, or if there are deployment errors hindering critical operations, software faults leading to data corruption, or high / medium security vulnerabilities.	Two (2) days
3 (Medium) (“P3”)	<b>Service Warning But Not Critical.</b> The affected Instance is operational at, or close to, a normal level of service, but is at risk of failure or with a productivity issue that causes inconvenience. A reasonable workaround exists.	Fourteen (14) days
4 (Low) (“P4”)	<b>Routine Non-Business Critical.</b> Any issues with insignificant or no operational impact on service performance, but which requires routine effort to provide a Resolution.	Twenty-one (21) days
5 (Planning) (“P5”)	<b>Planned Action Or Cosmetic.</b> All other issues that are not covered by Priority Levels 1 to 4 above.	Twenty-one (21) days

Target times shall be calculated on a net-time basis, aligned to Support Hours on working days, excluding Clock Stop Events. Where the Resolution action entails an action plan, such action plan will include Resolution status, planned next steps with dates for actions and an indication of IFS resources, required Customer actions to support Resolution, and date / time for next and subsequent updates. Targets are not commitments.

### **3. RELEASES**

- 3.1. During the period that Customer is entitled to receive the support and maintenance services described in this Policy, Customer shall be entitled to Releases which are made available by IFS incorporating Resolutions to Defects and/or Enhancements to the Software.
- 3.2. IFS will typically make available semi-annual software Releases.
- 3.3. If a Release contains Enhancements to the Software, those Enhancements shall be included as components of the Software at no additional cost to Customer.
- 3.4. If a Release contains either (a) Enhancements to modules that are not included in the Software, or (b) new modules that are not included in the Software, Customer shall not use such functionality unless such modules are purchased by Customer.
- 3.5. IFS will provide Releases and Updates in the following manners:
  - 3.5.1. For hosted customers:
    - IFS may automatically deploy Updates to all environments, including Production, as part of the Support and Maintenance services. Such Updates shall not require Customer approval and may be deployed during scheduled maintenance windows, unless Customer has expressly opted out in writing.
    - IFS may automatically deploy Releases to Non-Production or test environments for validation and review purposes. Deployment of Releases to Non-Production environments does not require Customer approval and does not constitute acceptance for Production use. Deployment of a Release to a Production environment requires Customer approval. Customer shall not unreasonably withhold or delay such approval where the Release does not introduce breaking changes to Customer-configured functionality or contracted modules. It is Customer's responsibility to test Releases on a Non-Production Environment in advance of installation on the Production Environment.
  - 3.5.2. For on-premise and self-hosted Customers, IFS will make Releases and Updates available for the Customer to download and perform the deployment.
- 3.6. Releases of Software will be supported for not more than eighteen (18) months following the Release becoming GA. Customer agrees to remain on a Current Release. Defect Resolution may require Customer to deploy a new Release.
- 3.7. When a Customer is not running a Current Release, there will be no further Updates for that non-Current Release, and any incidents that occur in relation to the non-Current Release are Excluded Incidents.
- 3.8. Support and Maintenance services for Extensions specified in the applicable Order Form or SOW shall include Defect resolution in accordance with this Policy and compatibility maintenance with Current Releases;

### **4. DEPRECATION**

IFS may identify features of a Release or Update for later removal. For such deprecated features, IFS will provide a deprecation and removal plan to set out the approach for removal and to outline any planned replacement functionality or alternatives to the deprecated feature. Deprecated features remain supported in line with IFS product lifecycle policy until they are removed.

### **5. UPDATES**

- 5.1. IFS may update this Policy from time to time provided that no update will materially reduce the level of support and maintenance available to the Customer.

### **6. GLOSSARY OF TERMS**

- 6.1. "Agreement" refers to the relevant contract committing to the availability of the support and maintenance services provided by IFS and described in this Policy.
- 6.2. "Clock Stop Event" is the elapsed time during which any of the following events persists:
  - Waiting for Customer to provide a required and requested response, input, assistance or approval.
  - The existence of network issues or other delaying events outside IFS's reasonable control.

- For Customers hosted by IFS, either Scheduled Downtime or an Excluded Incident.
- 6.3. “Current Release” means the latest Release offered by IFS for general commercial distribution, and any other Release that has been available for no more than eighteen (18) months from its general availability date.
- 6.4. “Customer” means the entity which is a party to the Agreement with IFS.
- 6.5. “Customer Issue” is an issue arising out of any of the following:
- Specifications, instructions or incomplete or erroneous information or input provided by Customer;
  - Customer’s use of services, hardware, software, integrations, Extensions or interfaces not forming part of the Software or services;
  - Issues caused by inadequate sizing or bandwidth in Customer’s systems or delays or failures in Customer’s network or on-line connectivity;
  - The Software related to Customer’s incorrect or unpermitted use or modification, excessive use, or deployment of Resolutions or new Releases in a manner not prescribed in the applicable IFS documentation or otherwise directed by IFS in writing;
  - Breach by Customer or otherwise caused by Customer or any third party acting on its behalf, including without limitation failure to comply with reasonable instructions regarding the use of the Software or IFS service
  - Issues caused by use beyond the applicable use levels, or a manner otherwise not permitted under the applicable terms which has not been separately approved by IFS in writing.
  - Relating to content or data or issues relating to software not forming part of the Software or other elements outside IFS’s reasonable control.
- 6.6. “Defect” means a reproducible instance of an adverse and incorrect functioning of the Software that impacts Customer’s ability to use a functionality specified in the Documentation, assuming proper usage.
- 6.7. “Enhancements” are new or improved functionality added by IFS to the Software and made generally available to all applicable customers
- 6.8. “Excluded Incident” is an error, Outage or other incident that is either (a) outside the control of IFS or the cloud platform vendor or by other elements outside the reasonable control of IFS; (b) relating to Content (being Customer Data and other data submitted to the Software) or configurations ; or (c) a Customer Issue.
- 6.9. “Extensions” means any Customer-specific, additive functionality developed by IFS using the Software’s supported and documented extension mechanisms that does not modify or override core product behaviour and remains compatible with future versions of the Software without requiring modification, remediation, or coordinated regression testing as part of standard upgrades.
- 6.10. “Fix” means a correction to a Defect or a security vulnerability in the Software, compatible with the applicable Current Release.
- 6.11. “GA” means the release to market, or general availability, of a Software Release.
- 6.12. “Hosting Environment” means as described in the Agreement and which may also be referred to as ‘Hosting System’ or similar.
- 6.13. “IFS” means the IFS entity which has committed to provide the services described in this Policy to Customer, it being acknowledged that such services may be provided through IFS affiliates or partners worldwide.
- 6.14. “Instance” means one installation of the solution, for example, “Production” or “Development”
- 6.15. “Non-production” means the test environment that is used to test configuration changes and bulk updates prior to performing on the Production environment, or to stage Update or Release deployment for the purpose of verifying software readiness prior to its activation on the Production environment.
- 6.16. “Outage” means the elapsed net-resolution time during which it is not possible to log-in to the applicable environment by any user, as determined by IFS or the cloud platform vendor from automated health monitoring and system logs, due to a failure in the Hosting Environment. The duration of an Outage is measured on a net-Resolution time basis from which the accumulated time for all Clock-Stop Events related to the Outage will be deducted, until Outage Resolution.
- 6.17. “Production” means the production environment that hosts the Software.
- 6.18. “Resolution” is a Fix, Update or other solution, circumvention or software re-start by IFS to resolve a Defect, to bring the Software back to being available for productive use, or to resolve or pre-empt an incident, or a reasonable plan in respect of any of the foregoing. A Resolution may consist of a temporary solution, or a plan

for one, including the creation of a by-pass or workaround, to restore the affected functionality and that will apply until the Defect has been permanently resolved which might only be made available in a future Release.

- 6.19. “Scheduled Downtime” means any period of scheduled maintenance used to perform any necessary changes, including any period scheduled by the cloud platform vendor. Scheduled Downtime includes: (a) planned and scheduled maintenance period, (b) Customer initiated downtime, (c) where necessary, scheduled additional maintenance windows, as agreed with Customer, to implement Customer-approved changes of the Hosting Environment; and (d) Cloud platform maintenance operations (scheduled by the cloud platform vendor with notice provided approximately one week in advance).
- 6.20. “Software” means the IFS standard, unmodified proprietary software products, modules and applications which Customer has licensed or been granted the right to access and use and to which this Policy applies, and which may also be referred to as ‘Licensed Software’, ‘Copperleaf Software’ or similar in the Agreement.
- 6.21. “Support Contacts” means the people designated as such by Customer from time to time.
- 6.22. “Support Hours” refers to the period from 09:00 to 17:00 during standard working days (typically Mondays – Fridays excluding public holidays) of the country and time zone identified in the Agreement.
- 6.23. “Support Ticket” means a request for support logged by Customer’s Support Contact through IFS’s online support portal.
- 6.24. “Release” means a new version of the Software that includes material functional changes, Enhancements, or architectural updates.
- 6.25. “Update” means a modification to the Software intended to correct Defects, improve performance, or provide minor functional improvements, and that does not constitute a Release.