

STANDARD SUPPORT SCHEDULE

STANDARD SUPPORT SERVICES SCHEDULE

This section only applies if the Order Form shows that Standard Support Services have been selected. If so, this Schedule will apply in addition to the General Terms and any applicable Additional Terms. Any definition not provided in this Schedule shall have the same meaning as set out elsewhere in the Agreement.

1 DEFINITIONS

1.1. The following definitions apply to this Schedule:

“**Business Hours**” means the working hours in a Business Day being 0830 to 1730 GMT.

“**Document Library Support**” means the level of recognition, extraction and validation/authentication support provided by the Document Library.

“**RESTful API**” means the programmatic interface through which data is passed by the Reseller to the Service or the Service passes data to the Reseller.

“**Scheduled Downtime**” means any work planned in advance to be carried out by GBG or on GBG’s behalf that may cause the service to be temporarily suspended

“**Technical Support**” shall mean provision of the Helpdesk and Support Ticketing System to assist with diagnosing, isolating and identifying problems in the Software, provision of remedies, workarounds and solutions for faults in the Software. Such solutions may be in the form of an Update to the Software or a temporary fix or patch until a new version/release of the Software can be installed.

“**UAT (User Acceptance Testing) Environment**” means access to the Service via a temporary link to the Web Service Interface for the sole purpose of testing any integration and assessing whether the Service meets the Reseller’s business requirements.

2 STANDARD SUPPORT SERVICES

2.1. Standard Support Services: shall include Technical Support and Document Library Support. All Standard Support Services shall be provided in accordance with the terms set out in this Schedule.

2.2. Support Ticketing System: GBG will provide the Reseller with access to the Support Ticketing System, which the Reseller may use for the purpose of reporting faults and making inquiries relating to the Software and Service. The Reseller can use the Support Ticketing System to contact GBG to report faults 24 hours a day, 365 days a year and to order services or make enquiries during Business Hours. GBG will provide the Reseller with a user guide containing more information about the Support Ticketing System.

2.3. Service Management: The Service is provided 24 hours a day, 365 days per year. GBG will respond to faults GBG detects or which the Reseller reports to GBG as set out in paragraph 2.6 below

2.4. Helpdesk: GBG will provide the Reseller with the contact telephone numbers and email address of designated contact points, which will be the Reseller’s point of contact for discussing reported faults and making inquiries relating to the Software and Service. Helpdesk is available during Business Hours.

2.5. Software fault reporting and fault repair:

Any faults in the Software need to be notified to GBG via the Helpdesk or Support Ticketing System by the Reseller’s System Administrator or any updated fault reporting process GBG requires the Reseller to use from time to time. Where reporting a fault associated with the Software, the Reseller shall provide the GBG with the asset tag number when contacting GBG, or as requested by GBG from time to time.

2.6. Web Service fault reporting and fault repair:

If the Reseller reports a fault in the Service or makes a request for assistance, GBG will undertake an initial assessment, log the incident, provide a fault reference and discuss and agree with the Reseller a priority level. The following target resolution times apply in respect of each priority:

Priority	Description	Response after report	Target Clear time	Reseller updates
P1	Service not operational and no interim solution is immediately available. Reseller’s production/business seriously affected.	15 Minutes. 24/7 cover.	Within 4 hours of fault being reported to Helpdesk	1 hour

P2	Functionality of service impaired but service is otherwise operational.	60 Minutes. Responses during business hours.	By end of next business day of the fault being reported to Helpdesk	2 hours
P3	The service is experiencing minor problems but is functioning substantially	4 Hours. Responses during business hours.	Within 5 business days of fault being reported to Helpdesk	3 hours
P4	Minor problems with the service but does not impact the Reseller's use of the service	8 Hours. Responses during business hours.		
P5	This category includes requests about the functionality of service, general enquiries – not service affecting	8 Hours		

- 2.7. Disclaimer: GBG will always try to resolve any fault within the appropriate target clearance time, but the Reseller recognises and accepts that GBG may not be able to do so and that these times are only intended to be targets.
- 2.8. Outside of Business Hours: The Support Ticketing System will be available to receive reported faults outside of Business Hours. The target times will not begin until the start of Business Hours on the next Business Day. Faults that cannot be resolved by the GBG support team by the end of Business Hours on the Business Day that GBG acknowledges them will be put on hold until the start of Business Hours on the next Business Day.
- 2.9. API Version Support: As part of the Standard Support Services, GBG may from time to time introduce breaking changes to the APIs that the Reseller uses to consume the Service, and will indicate to the Reseller that there is a new major Version of the API. After any change to the major Version of the API, GBG shall continue to support any existing major Versions for up to 6 months.
- 2.10. Unauthorised Repair: If the Reseller attempts to perform unauthorised maintenance and/or repair services on the Software and, as a result, further work is required to restore the Software to proper operating condition, such work may be provided by GBG but if so, the Reseller shall pay GBG's reasonable Charges in accordance with the Professional Services Rate.
- 2.11. Reseller Cause: GBG shall have no obligation to provide the Support Services where the cause(s) of any fault in the Software have been identified by GBG as having arisen from any misuse or incorrect use of the Software by the Reseller; or any breach of Reseller's obligations under the Agreement.
- 2.12. Non-Payment: GBG reserves the right to suspend the provision of Standard Support Services in relation to the Software, in the event that any Charges are outstanding.
- 2.13. Scheduled Downtime: From time to time GBG may need to schedule maintenance of the system. Scheduled Downtime will (i) not exceed six (6) hours per quarter, (ii) not occur more frequently than every two weeks, (iii) be scheduled with 5 days advance notice to the Reseller's technical contact via email or similar means and (iv) generally be completed between the hours of 0500 and 0700 GMT
- 2.14. Service Availability: GBG shall ensure that the servers are available for processing transactions by Resellers 99.7% of the time, 24 hours per day, 7 days per week, excluding scheduled downtime or downtime due to an Event of Force Majeure. Service availability is measured using the total number of minutes in a calendar month minus the total number of minutes in that month that compromises Scheduled Downtime or downtime due to an Event of Force Majeure.

3. UAT(User Acceptance Testing) Environment

- 3.1. Upon request the UAT Environment will be provided for a fixed period of time ("**UAT Access Period**"), detailed in the Order Form, which shall not exceed 6 months.
- 3.2. Access to the UAT Environment shall be allowed, at the discretion of GBG, without Charge up to an agreed figure ("**Monthly UAT Volume**") provided that:
 - (a) the Service is not being used for any productive or commercial purpose;
 - (b) the Service is only being used for processing the Reseller's existing Reseller Information;For the avoidance of doubt any usage in excess of the Monthly UAT Volume will be charged in accordance with the Charges outlined on the Order Form.
- 3.3. The Reseller shall not make available the UAT Environment or any information derived by use of, reference to, or comparison with the UAT Environment to any person, or use of any of the same other than solely for the purpose of trialling the Service; nor shall the Reseller use the UAT Environment in the provision of any services to any other individual or organisation for gain or otherwise unless such use is specifically authorised in writing by GBG.
- 3.4. The technical specification and operation of the UAT Environment and the service levels, response times, support or maintenance provided in relation to the UAT Environment shall be at GBG's discretion.

