

## SAAS SERVICE SUPPORT

The SaaS Service shall include the following support service

1. an advisory and explanatory service with respect to the Software and the SaaS Service involving the provision of a telephone and email consultation service (help-line) to be provide between the hours of 09.00 and 17.30 UK time each day excluding UK public holidays and weekends
2. Incident logging, Incident priority allocation, including liaison with third parties and to follow up calls to achieve resolution of the Incident in accordance with the Incident Priorities
3. regular communication from CIP providing information on matters of general interest with respect to the Software and SaaS Service
4. if CIP makes an Update generally available to its customers of SaaS Services, it will supply the Customer with that Update without additional charge

## SAAS SERVICE INCLUSIONS AND EXCLUSIONS

### 1. Service Inclusions

The SaaS Service shall include the following facilities services provided in accordance with CIP's standard procedures from time to time

- 1.1 standard operational activities involving the maintenance of the System Environment
- 1.2 start-up, shut down and reboots of System Environment machines and operating systems
- 1.3 access to storage for databases as agreed from time to time
- 1.4 daily backup and storage for three weeks of such backups of the Software, any Third Party Software and Customer Software and Customer Data stored by the operation of the Software
- 1.5 administration of System Environment security, administration of operating system level user accounts and passwords, administration of System Environment firewalls
- 1.6 monitoring of the Systems Environment and when reasonably requested by the Customer gathering of metrics using standard monitoring tools, monitoring of disk space utilisation; memory usage, network I/O, number of users logged in, performance and resource utilisation including system availability and login failures
- 1.7 capacity planning/tuning to assist and advise on capacity planning in conjunction with the Customer advised needs

### 2. Service Exclusions

Unless specified in any Order Form or otherwise agreed in writing, the following items are not part of the SaaS Services or other Services provided under the SaaS agreement and shall remain the sole responsibility of the Customer

- 2.1 maintenance, support or management of any Customer Software or Customer database
- 2.2 development work, installation or upgrades of the Software, any applicable Third Party Software or Customer Software, other than new developments or releases of the Software, Third Party Software or Customer Software that CIP, in its absolute sole discretion, agrees to install and support under this agreement for access and use by the Customer during any Subscription Period
- 2.3 maintenance, support, upgrading, installation, licensing or management or other services for any Customer Software, hardware, desktop equipment, infrastructure or peripherals or the Customer's premises or computer systems or its environment or telecommunications network
- 2.4 acquisition and/or licence management of any Customer Software, Third Party Software and/or Customer data (including databases themselves, if any)
- 2.5 any activity relating to the rolling-out, implementing and/or upgrading, reconfiguration or migration of the System Environment to the Customer's premises
- 2.6 Customer or Customer User training
- 2.7 Customer data conversion and migration
- 2.8 procurement, provision, maintenance and support of or any advice in connection with the Customer's computer systems or its environment or the Customer's telecommunications network
- 2.9 the design in respect of the System Environment interface with the Customer computer systems or its environment or the Customer's telecommunications network or Customer premises
- 2.10 the procurement, adequacy, maintenance or support of or any advice in connection with the software or other licensing requirements for any systems, software, computer, device or facility used by the Customer or any Customer User to access or use the SaaS Service or any website or computer network CIP uses in connection with the SaaS Service