

Third Party Software Support – Professional Service Definition

Unless otherwise defined, capitalised terms shall have the meaning given to them in the SaaS Agreement.

Ciphr shall provide the following support services for hosted Third Party Software selected and paid for by the Customer.

1. an advisory and explanatory service within the scope of Ciphr's expertise with respect to the applicable Third Party Software. Telephone calls and emails may be logged during Working Hours
2. regular communication from Ciphr providing information on matters of general interest with respect to any applicable Third Party Software
3. liaison with applicable Third Party Software providers and providing standard available work arounds and fixes for any failure logged by the Customer with Ciphr for applicable Third Party Software to provide Third Party Software functionality
4. at Ciphr's sole and absolute discretion, providing access to and use of standard updates and new releases within a version of applicable Third Party Software as such updates and releases are made available by the relevant Third Party Software provider

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