VICA Technical Support Service Guidelines

The following technical support services guidelines ("Guidelines") apply to support services for Customers:

- VICA License Agreement

entered into by and between GovTech and Customer (as may be applicable, the "Agreement") if that support is committed under the Agreement. Capitalized terms not defined herein have the meaning set forth in the Agreement.

1. **Support Request Submission**

1.1 **Customer Efforts to Fix Errors** . Prior to making a request to GovTech, Customer will use reasonable efforts to fix any error, bug, malfunction or network connectivity defect without escalation to GovTech. Thereafter, a Customer Contact may submit a written request for technical support through the GovTech support channel.

1.2 **Characterization of Requests** . Customer designates priority upon submission of Requests. Upon receiving a request, GovTech will determine whether the request is a "Service Unusable," "Standard Request" or a "Feature Request." Any such determination made by GovTech is final and binding on Customer. GovTech reserves the right to change Customer's priority designation if GovTech believes that Customer's designation is incorrect and will inform Customer of any such change in its response to the support Request. Customer may appeal any such reclassification to GovTech Support management for review through any available support channel.

1.3 **Procedures for Acknowledgement and Resolution of Requests** . When making a Request, Customer will provide all requested diagnostic information and assist GovTech Support Personnel as may be required to resolve a Request.

1.4 **Request Acknowledgement** . GovTech may respond to a Request by acknowledging receipt of the Request. Customer acknowledges and understands that GovTech may be unable to provide answers to, or resolve all, Requests.

1.5 **Feature Requests** . If GovTech deems a Request to be a Feature Request, GovTech will log such Request for consideration to add to a future update or release of the Services and will consider the matter closed. GovTech is under no obligation to respond to or resolve any Feature Request or to include any such Feature Request in any future update or release.

1.6 **Building Applications** . For clarity, GovTech will not have any obligation to write or build any Applications or write code to facilitate Applications.

2. Accessing Support

2.1 **Designated Support Contacts** . Customer will provide first-level support to Customer End Users. GovTech will provide second-level support to Customer only. If Customer wishes to change its Designated Contacts, it will notify GovTech via the GovTech support channel at least 5 Business Days prior to the change. If on the date these updated Guidelines were first posted Customer has more Designated Contacts than are set forth under Section 4 below, the current Contacts will continue to be allowed until the expiration of the current license term for the applicable Services under the Agreement.

2.2 **Support Hours and Target Initial Response Times** . GovTech will process Requests during Business Hours. Any Requests received outside of Business Hours will be logged and processed during the next Business Day. Target initial response times are listed in Section 4 below.

3. General Provisions

3.1 **Maintenance** . To ensure optimal performance of the Services, GovTech performs periodic Maintenance. In most cases, Maintenance will have limited or no negative impact on the availability and functionality of the Services. If GovTech

expects planned Maintenance to negatively affect the availability or functionality of the Services, GovTech will use commercially reasonable efforts to provide at least 7 days advance notice of the Maintenance. In addition, GovTech may perform emergency unscheduled Maintenance at any time. If GovTech expects such emergency unscheduled Maintenance to negatively affect the availability or functionality of the Services, GovTech will use commercially reasonable efforts to provide advance notice of such Maintenance. Maintenance notices noted above will be provided via email to the customer's Designated Support Contacts.

4. **Support Package**

4.1 The VICA support package includes the following, and GovTech will provide it to all customers under the Agreement:

- Automatic Services upgrades and maintenance updates
- Support for billing inquiries
- Access to documentation
- Online best practices guides
- Support requests accepted via the GovTech support channel for questions about Services functionality
- Best practice guidance on how to architect with the Services, and Services errors reports
- Up to 2 Designated Contacts.
- P1 Priority support Requests are responded to with a target initial response time of 2 hours and are responded to during Business Hours.
- P2 Priority support Requests are responded to with a target initial response time of 4 hours and are responded to during Business Hours.
- P3 Priority support Requests are responded to with a target initial response time of 4 hours and are responded to during Business Hours.
- P4 Priority support Requests are responded to with a target initial response time of 4 hours and are responded to during Business Hours. Resolution TBD by team (Dependant on workload priority / next deployment fix)

4.2 **Professional Services**. Depending upon the type, scope and/or duration of any professional services (e.g., implementation, configuration, data migration, or other forms of technical assistance) to be rendered, additional terms and conditions may apply.

4.3 In cases where an incident report involves a third-party service, and the third-party's Service Level Agreement (SLA) with VICA specifies response times that differ from VICA's SLA, the response time stipulated by the third-party SLA shall take precedence.

- VICA will adhere to the response time guidelines outlined in the third-party's SLA for the duration of the incident resolution process.

5. Definitions

5.1 "Business Day" means any day during the Business Hours

5.2 "Business Hours" means 09:00 to 18:00 on Monday to Friday Singapore Time except for Singapore public holidays

5.3 "Designated Contacts" means administrators or technical employees designated by Customer who are allowed to contact GovTech for technical support.

5.4 "Feature Request" means a Request by a Contact to incorporate a new feature or enhance an existing feature of the Services that is currently not available as part of the existing Services.

5.5 GovTech Support Channel is currently located at [TBD] (or such other URL that may be provided by GovTech).

5.6 "GovTech Support Personnel" mean the GovTech representatives responsible for handling technical support requests.

5.7 "Maintenance" means maintenance work that is performed on hardware or software delivering the Services.

5.8 "Request" means a request from a designated Contact to GovTech Support Personnel for technical support to resolve a question or problem report regarding the Services.

5.9 "Services" are defined in the Agreement.

5.10 "Service Unusable" is any situation where Customer, adhering to published technical guidelines for and documented correct usage of the Services, is unable to access or use the Services for the majority of its Customer End Users for a period of time greater than fifteen (15) minutes.

5.11 "Standard Request" means a Request made by Customer to GovTech that is not a Service Unusable Request or Feature Request.

5.12 "Priority" means the level of impact a Request is having on Customer's operations and is used to establish initial target response times.

5.13 "P1" means Critical Impact – Service Unusable in Production

5.14 "P2" means High Impact – Service Use Severely Impaired

5.15 "P3" means Medium Impact – Service Use Partially Impaired

5.16 "P4" means Low Impact – Service Fully Usable