**Annex to Schedule No. 1**
**Premium Support Services**

In the event Customer purchases Unily's optional Premium Support offering set forth herein, such Services shall be governed by the terms and conditions in the then-current Unily Standard Support Policy published on https://www.unily.com/legal/unily-support-service-policies.

Moreover, this Premium Support Service is incorporated into the Unily Master Subscription Agreement ("MSA") between Unily and Customer (the "Agreement"). Terms defined in the Agreement and Standard Support Policy have the same meanings used in this Premium Support Services.

## 1. SERVICE LEVEL AGREEMENTS ("SLAs")

Premium Support provides the Customer with enhanced SLAs on response times, with additional time zone coverage, reduced Recovery Time Objectives (RTO) for Disaster Recovery scenarios, out-of-hour deployments and an assigned expert (Technical Support Account Manager).

| Premium Incident Management Communication SLAs* | | |
|---|---|---|
| **Priority** | **Acknowledgement** | **Communication SLAs** |
| **P1 (24x7)** | 15 Minutes | 30 minutes |
| **P2** | 15 Minutes | 6 Business Hours |
| **P3** | 15 Minutes | 3 Business Days |
| **P4** | 15 Minutes | 5 Business Day |

*The Incident Management Communication SLAs outlined above applies to Incidents only and are set to be communicated every 'X' Business Hours/Days (as described in the table above) until the Incident is resolved. Acknowledgement occurs when the Incident has been received and created in the ITSM System. This excludes Incidents that are identified as Product Bugs and follows a Product Bug Process cycle (as outlined under Clause 15.2 of the Unily Standard Support Policy).

1.1 Multiple Time Zone coverage. Extended Business Hours are based on the following priorities:
- Priority 1 Incidents: twenty-four (24) hours/seven (7) days a week; and
- Priority 2 to Priority 4 Incidents: eighteen (18) hours/ five (5) days a week (03:00am – 9:00pm local time, Monday to Friday, excluding public or bank holidays in the relevant State or territory in which Unily Services are provided).

1.2 Out-of-hour and weekend deployments. Customer will benefit from a four (4) weekend or out-of-hours deployment (one (1) per quarter) of a new release to the Application.

1.3 The RTO is defined as the time it would take Unily to recover Customer's site to its original state, following a major failure affecting the Azure farm and/or underlying infrastructure.

1.4 Technical Support Account Manager. Technical Support Account Managers ("TSAMs") are the interface between the Customer's technical operation teams and our enterprise Customers under a Premium Support offering, creating strong service relationships at all levels. They are assigned to advocate the Customers, by ensuring technical issues are addressed in a professional and efficient manner. TSAMs are also responsible

for all aspects of Support readiness, Support improvements, and technical escalation management. The main responsibilities include but are not limited to the following:

    a) Act as the Customer's main escalation point of contact for technical Support;

    b) Maintain regular communication as well as organize Support Services review meetings to discuss Support activities and performance;

    c) Escalate support issues that need further investigation or prioritization within Unily organization, manage and keep track of the progress through to resolution;

    d) Track, monitor and report to the Customer the results of all logged tickets and incidents, coordinating reporting needs of both Parties;

2. **Disaster Recovery.** Unily has a written disaster recovery plan in place ("DR Plan") which is tested annually to confirm that it will meet RTOs and RPOs. Unless specified elsewhere in the Agreement, for Premium Support the DR Plan includes an RTO of no more than six (6) hours and an RPO of no more than one (1) hour. Upon either Party's determination of a disaster that may impact the Services, such Party will promptly notify the other Party and Unily will (a) implement the DR Plan and (b) provide daily updates on the status of the Disaster Recovery progress. If the Services are impacted by a disaster, Unily will provide a post-mortem report detailing all actions taken by Unily to restore the Services.