

SERVICE LEVEL POLICIES

The General Ledger Company Limited ("The GL Company") offers high-quality software support using industry-standard troubleshooting practices through an in-house support centre. The Service Level Policies below define the services provided by The GL Company under the Software Support provisions of the Software License and Maintenance Support Agreement ("Agreement"). They are supplemental to, and are incorporated by their terms into the Agreement. All terms defined in the Agreement shall have the same meaning when used in this document. Any customer in compliance with the terms of the Software Support provisions of its Software License and Maintenance Support Agreement is eligible to receive this support. The services specified in this document are provided only for Supported Program(s) as defined below. These policies are subject to change on a periodic basis.

1. Support Center Information

The GL Company operates a support centre Monday through Friday, excluding local public holidays, between the hours of 8am to 5pm local time. Local time is determined by the location of the Customer as specified in the Agreement. Support is provided in English language only.

Phone support is available using the following contact numbers:

Europe: +44 (0) 208 280 8921
North America: +1 303 524 1300
Australia: +61 7 3010 9740

The support centre can be accessed at any time via e-mail and the web using the following addresses:

E-Mail: support@TheGLCompany.com
Web: <http://support.TheGLCompany.com>

Customer may contact the support centre for (i) clarification of functions and features of the Supported Program(s); (ii) clarification of the Documentation; (iii) guidance in operation of the Supported Program(s); (iv) assistance in identifying and verifying the causes of suspected Defects in the Supported Program(s); and (v) advice on bypassing identified Defects in the Supported Program(s), if reasonably possible.

2. Support Centre Procedures

Customer Contact

Customer will nominate up to and no more than 5 named contacts to act as the only contacts to The GL Company support centre. These named contacts must be qualified in that they have received any required training specified by The GL Company. This requirement will facilitate coordination of all requests, and centralized communication of product fixes, enhancements, and update plans.

Issue Logging and Tracking

Each issue received by the support centre will be assigned a reference number to be used for tracking the issues until resolved.

Issues are categorized by severity and type. The severity levels are:

1. **Critical** – Prevents or heavily impairs the use of the system, such as not being able to connect to the system.
2. **High** – Causes a major disruption to the user of the system, such as a complete loss of a key feature.
3. **Medium** – Causes a minor loss of functionality where a workaround is available.
4. **Low** – Causes minimal impact to the daily functioning of the system
5. **Information** – feature-functionality feedback.

The issue types are:

1. **Defect** – an issue involving a documented, standard feature in the product.
2. **Enhancement** – an issue involving features and/or functionality that currently does not exist in the product.
3. **Installation** – an issue involving the installation of the software.
4. **Configuration** – an issue involving the configuration of the software.
5. **Upgrade** – an issue involving the upgrade to a new release of the software.

Issue Handling

The GL Company support centre will assign the issue to a qualified support analyst who will respond within 24 hours to the named contact. The analyst will follow standard problem-solving techniques to attempt to resolve the issue to Customer's satisfaction.

WHILST THE GL COMPANY WILL ENDEAVOUR TO RESPOND AND ADDRESS



THE ISSUE AS QUICKLY AS POSSIBLE, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, THE GL COMPANY EXPRESSLY MAKES NO WARRANTIES OR GUARANTEES THAT ANY ISSUE LOGGED BY THE CUSTOMER WILL BE ADDRESSED WITHIN A PARTICULAR PERIOD OF TIME. The GL Company shall have no responsibility to fix any Defects arising out of or related to the following causes: (a) Customer's modification or combination of the Supported Program(s) (in whole or in part), (b) use of the Supported Program(s) in an environment other than a Supported Environment; or (c) causes other than use in conformity with the Documentation.

3 Updates. The GL Company will provide Updates for the Supported Program(s) as and when developed for general release at The GL Company' sole discretion. Each Update will consist of a set of programs and files made available on machine-readable media and will be accompanied by Documentation adequate to inform Customer of the problems resolved and any significant operational differences resulting there from.

4. Supported Programs(s). The GL Company will support the current release and one prior release of software. A release may include significant product enhancements as well as defect resolutions. A release will be signified by a change in the left justified numeric value. For example, "GL Inquiry 6.0" will be a major release update from "GL Inquiry 5.0".

5. Access to Personnel and Equipment. Subject to Customer's reasonable security requirements, Customer agrees to provide The GL Company with access to Customer's personnel and its equipment during normal business hours. This access must include the ability to dial-in to the equipment on which the Supported Program(s) are operating and to obtain the same access to the equipment as those of Customer's employees having the highest privilege or clearance level. The GL Company will inform Customer of the specifications of the modem equipment and associated software needed, and Customer will be responsible for the costs and use of such equipment.