

Schedule 1 - Service Levels

1. PURPOSE OF SCHEDULE

1.1 What is this Schedule?

- (a) This document comprises a *Service Level Schedule* and should be read in conjunction with the *Master Services Agreement*, applicable *Service Schedule(s)* (as the case may be) and relevant *Statement of Work (SOW)* forming part of the Agreement between ARKANCE IN Pvt Ltd and the Customer.
- (b) This *Service Level Schedule* outlines the terms and conditions applicable to the Support Services provided by ARKANCE IN Pvt Ltd for the relevant duration under the Agreement.

1.2 Defined terms + interpretation

- (a) In this *Service Level Schedule*, unless otherwise specified, capitalised terms shall have the meanings assigned to them in the *Master Definitions + Interpretation Schedule*.
 - (b) Any reference to Service in this document pertains specifically to the Support Services offering, as outlined in the Agreement with the Customer.
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2. INCLUSIONS + EXCLUSIONS

2.1 Support Services inclusions and exclusions are detailed in the SOW.

2.2 ARKANCE IN Pvt Ltd will not provide Support Services for any systems that have not been supplied or controlled by ARKANCE IN Pvt Ltd. This also includes any issues arising from the interaction of such systems with the Services provided by ARKANCE IN Pvt Ltd.

3. HOW ARE SUPPORT CASES LOGGED?

3.1 To log a support case with the ARKANCE support system (*Registered Case*), customers must send an email to swsupport@arkance.world with the following details: *company name, contact name, contact number, email address, a description of the issue, and a screenshot (if available)*. Upon submission, a support ticket will be created, and the customer will receive an automated email with the ticket number. An ARKANCE support agent will then be assigned to the ticket for resolution. Once the issue is resolved, the customer will receive an automatic closure email along with a ticket feedback request. Customers may rate the quality of support received from ARKANCE.

4. CUSTOMER SUPPORT

4.1 The customer support function at ARKANCE consists of dedicated teams specializing in specific products and services.

4.2 The ARKANCE support system is responsible for responding to support cases in a timely manner (ticket system), ensuring that all details of a customer's support request are properly documented, and initiating the resolution process as quickly as possible. The support team will provide potential solutions to inquiries and issues raised, along with recommended courses of action.

5. SEVERITY + TARGET RESPONSE TIMES

5.1 ARKANCE will assign a Severity Level (ranging from Level 1 to Level 5) to each support case, as per the table below. The purpose of the Severity Level is to prioritise the urgency of action to ensure timely resolution of the support case.

Severity	Target Response Time	Maximum Response Time	Target Resolution Time	SLA Period
1	15 mins	2 hours	2 hours	Support Hours
2	30 mins	2 hours	4 hours	Support Hours
3	4 hours	8 hours	12 hours	Support Hours
4	8 hours	12 hours	16 hours	Support Hours
5	24 hours	24 hours	As scheduled	Support Hours

5.2 ARKANCE reserves the right, acting reasonably, to amend at any time the Severity Level of a support case.

6. EXPLANATION OF SEVERITY

6.1 **Critical Issue (Severity 1)** refers to a failure that impacts all users, as reasonably determined by ARKANCE.

6.2 **Urgent Issue (Severity 2)** refers to a failure that impacts multiple users but not all users, as reasonably determined by ARKANCE.

6.3 **Standard Issue (Severity 3)** refers to an issue that impacts a single user, as reasonably determined by ARKANCE.

6.4 **Low Issue (Severity 4)** refers to a minor issue causing little or no impact, as reasonably determined by ARKANCE.

6.5 **Request (Severity 5)** refers to an enhancement or change request for an existing environment, as reasonably determined by ARKANCE.

7. CLOCK STOP CIRCUMSTANCES

7.1 The Target Response Times and Target Resolution Times will not include any time period(s) during which:

- (a) additional information, assistance, or material required from the Customer or a third party, which is necessary for ARKANCE to resolve the Registered Case, is outstanding; or

(b) there is a lack of the required remote connectivity or access to the Customer's environment(s).

7.2 The timeframes specified in clause 5 shall not apply where a delay is:

(a) due to a *Force Majeure Event*;

(b) caused by *misuse or negligence* by the Customer or its Personnel;

(c) due to *scheduled and emergency maintenance*;

(d) caused by *defects, failures, or issues* related to the Customer's IT infrastructure, including but not limited to any systems, software, services, or IT infrastructure provided or hosted by a third-party service provider; or

(e) caused by a *virus, denial-of-service attack, hacking, cyber security breach, or other malicious activity* by any third-party (unless such activity is caused by ARKANCE's negligence).

8. HOW ARE REGISTERED CASES RESOLVED?

8.1 ARKANCE will use its reasonable commercial efforts to ensure that a Registered Case is resolved within the Target Resolution Time applicable to the assigned Severity Level.

8.2 If a Registered Case requires escalation to a Third-Party Product vendor, ARKANCE will provide the vendor with all the relevant information regarding the Registered Case.

9. HOW ARE REGISTERED CASES RESOLVED?

9.1 The Customer acknowledges that support cases may be resolved through various methods, including but not limited to fixes, workarounds, configurations, software restarts, updates, new releases, or other appropriated actions.

10. CONDITIONS OF SUPPORT SERVICES

10.1 The provision of Support Services is subject to the following conditions:

(a) the Customer must fully comply with the Agreement, including providing remote access when required and granting access to all relevant applications and databases.

(b) the Customer must not be in material breach of any other agreement with ARKANCE.

(c) the Third-Party Product must have a valid and current licence or right of use, be fully delivered, installed, configured, accepted, and have reached the "Go Live" stage.