

BLUE PRISM CLOUD SERVICES SUPPORT TERMS

1. Definitions

Capitalized terms not defined in these Support Terms shall have the same meaning as in the Terms of Use, all other terms are as defined below:

Business Day	09:00 and 17:00 Monday to Friday excluding public holidays in the Nominated Country in the Time Zone	
Customer Infrastructure	Customer's infrastructure requirements to enable Blue Prism Cloud Services functionality on Customer's systems, as described in Section 3 of these Support Terms.	
Fault	A failure of the Blue Prism Cloud Services to perform in accordance with the description in the Documentation or specification as provided by Blue Prism.	
Support Services	The services provided by Blue Prism to resolve Faults where such Faults cannot be resolved by the Customer. All references to errors in the Terms of Use or in these Support Terms in respect of the Blue Prism Cloud Services shall, where applicable, be references to Faults as defined herein.	
Initial Response	An acknowledgment by Blue Prism of the initial notification of the incident, communication of an incident reference number, and the allocation of a Priority level.	
Knowledge Support	Coaching services provided by Blue Prism to assist Customer with Customer's use of Blue Prism Cloud Services, which are made available pursuant to the Order Form and these Support Terms.	
Nominated Country	As set forth in the Order Form.	
Operation Criteria	The specified criteria which Blue Prism Cloud Services must meet to be deemed operational, as further described in Section 4 of these Support Terms.	
Platform Components	Refers to the components of the Blue Prism Cloud Services Platform as described in Section 2 of these Support Terms.	
Support Hours	The hours determined by the level of Support Services chosen by the Customer as indicated on the Order Form, which is in accordance with the following table:	
	Standard Support	Business Day (9:00am – 5:00pm in the Time Zone)
	Business Critical Support	24/7 support for Priority 1 Faults
Time Zone	As set forth in the Order Form.	
Work Around	A method, action or procedure recommended by Blue Prism which in Blue Prism Cloud's reasonable judgment avoids the effects of a Fault on a temporary basis.	
Support Terms	These Blue Prism Cloud Services Support Terms.	
Terms of Use or TOU	The Terms of Use which govern the Customer's use and access of Blue Prism Cloud Services.	

Blue Prism Cloud Services Description and Requirements

2. Blue Prism Cloud Services includes the Intelligent Automation Platform (“Platform”) comprised of components such as the following (“Platform Components”):

- Azure Subscription
- Platform Operating System
- SQL Database
- Interact (SelfService) Application
- Hub (Connect) Application
- Management server
- IADA Orchestrator
- iOCR engine
- Development Digital Worker(s)
- Production Digital Worker(s)
- Site to Site VPN Gateway

3. Customer is required to maintain the required infrastructure to enable Platform functionality on its systems, which may include the following (“Customer Infrastructure”):

- Site to Site VPN Termination device
- Active Directory services
- DNS and DHCP services
- File services
- Application services
- Virtual Worker User Accounts, Groups, GPOs, and associated rights/permissions configured in the Customer Active Directory environment
- Any other services configured by the Customer either on the Platform, or to be accessed by the Platform

4. The Platform is deemed as operating if it meets certain criteria, which includes the following (“Operation Criteria”):

- All Platform Components are powered on, available on the network and can be logged onto by an Authorized User, and Customer Active Directory Services are working in accordance with the Documentation.
- All software components have been appropriately licensed, installed, have started and are running.
- The components can connect between each other as described in the Documentation for Blue Prism Cloud Application Architecture.
- For the self-service component, an Authorized User can log in, enter data into a form, and submit such data into a queue which then awaits processing.
- For the management server, an Authorized User can log in and connect to other components on the Platform.
- For the Development and Production Digital workers, an automated process can be loaded, process steps can be executed.
- For the OCR component, an Authorized User can log in, and observe that a defined OCR input is read and processed.
- For the Connect component, an Authorized User can log in, and is presented with the menu options, and interface(s) as defined in the applicable product datasheet(s).

5. Both Customer and Blue Prism are each responsible for configuring their respective environments to enable the Platform to operate with the Customer Infrastructure. Such responsibilities include:

Customer’s responsibilities:

- Ensure the Customer Infrastructure is available and the Platform can connect to the Customer Infrastructure.
- Manage any support incidents, in a timely fashion, related to the Customer Infrastructure.
- Obtain and maintain required licenses and support to maintain the Customer Infrastructure.

- Configure the Customer Infrastructure.
- Continually update and maintain the Customer Infrastructure, including implementing any required patches, updates and upgrades (including those applicable to the operating system) in a timely manner.
- Obtain licenses and support as required by any Applications which connect to the Platform.

Blue Prism’s responsibilities:

- Platform functions in accordance with the Platform Operation Criteria described in Section 4.
- Manage and resolve incidents on the Platform in a timely fashion according to these Support Terms and the Service Level Agreement.

Where incidents occur that relate to the interaction of the Platform and the Customer Infrastructure, both the Customer and Blue Prism shall:

- Each provide designated resources who can work together on investigating and resolving the incident.
- Provide information reasonably required to support diagnostics of the incident.
- Jointly work to resolve the incident in a timely fashion.

6. During Customer’s use of the Platform, Blue Prism will monitor Customer’s Platform environment for purposes of optimizing Platform performance. Such monitoring and related activities may include:

- managing and monitoring the Platform Components performance and utilization to identify any capacity issues such as CPU utilization, memory utilization and disk utilization,
- responding to Platform Component performance and utilization issues and implementing changes to correct operational problems, in accordance with the Support Terms,
- notifying Customer where additional capacity should be procured based on Blue Prism’s monitoring,
- notifying Customer where Customer’s use of the Platform Components does not comply with best practice and/or is contributing to performance issues.

Blue Prism will notify Customer of any recommended or required steps to optimize its Platform Components on Customer’s systems. Customer shall, if notified, promptly procure the recommended capacity and/or implement the remediation steps provided by Blue Prism.

Initiating Support Services

7. Prior to contacting Blue Prism for Support Services, Customer shall use commercially reasonable efforts to reproduce and determine that a Fault is not caused by issues in the Customer Infrastructure or Customer’s systems environment. Customer shall ensure that Customer personnel who are handling the suspected Fault have appropriate access rights to Customer’s systems and the Platform subscription and have sufficient skills, training and competency to identify the source, nature, cause or symptoms of the suspected Fault. If such Customer personnel has reasonably determined the Fault is not connected to Customer Infrastructure or Customer’s own systems, Customer may submit a Support Ticket as described in Section 3 below.

8. Customer may initiate Support Services from Blue Prism by raising a support ticket in accordance with Section 9 below during applicable Support Hours. Customer shall comply with data minimization principles in deciding whether to provide personal data to Blue Prism when requesting support or when communicating with Blue Prism, and to the fullest extent possible, Customer shall provide data that is anonymized or pseudonymized, so it is not feasible for Blue Prism to reasonably re-identify any actual individuals from such data.

9. The Customer shall contact Blue Prism’s help desk (“Blue Prism Help Desk”) to generate a “Support Ticket” for the specified Fault by emailing cloud.support@blueprism.com or by using such other contact details as Blue Prism may notify to the Customer from time to time. In the event of Priority 1 Faults (as described below), Customer may contact Blue Prism by email or by

telephone. For all other levels of Fault, Customer may contact Blue Prism by email.

10. Blue Prism will provide the Support Services directly to the Customer Authorized Users unless otherwise required in this Schedule or as agreed in writing by Blue Prism.

Support Services Scope

11. Support Hours

Blue Prism shall provide support during Support Hours, in accordance with the level of Support Services selected by Customer. Any assistance required, or requested by Customer, outside of Support Hours shall be provided pursuant to a Statement of Work (SOW) or as otherwise mutually agreed in writing and may be subject to additional fees.

Upon contacting the Blue Prism Help Desk as set forth under Section 9, Customer shall confirm the issue and include detailed steps to describe and replicate the issue, details of investigations carried out by Customer (including workarounds attempted by the Customer), and any system event logs and process logs, in line with Blue Prism’s issue logging procedure which is provided via the Blue Prism Customer portal. All support requests must be in English and Support Services are provided in English. Blue Prism will assign an appropriate Priority level to the issue. The Customer can request a change to such assignment and, if Blue Prism does not agree to such change, the Customer can escalate the issue in accordance with the process set forth in Section 22 below.

12. Customer Obligations

Customer shall: (i) fulfil its obligation and requirements set forth in these Support Terms to enable Blue Prism Cloud Services to operate in accordance with the Documentation; and (ii) ensure Blue Prism personnel providing Support Services have the required access and rights to Customer Infrastructure necessary to provide the Support Services; and (iii) provide assistance as Blue Prism may reasonably request for the provision of the Support Services; and (iv) provide Blue Prism with such information as Blue Prism may reasonably require for the provision of the Support Services. Customer shall provide all such assistance and

information in a timely manner and shall use all reasonable endeavours to ensure that such information is complete and accurate. Furthermore, Blue Prism may require Customer to take certain actions (including without limitation the implementation of any updates or upgrades or meeting requirements specified in the applicable Documentation) in connection with Blue Prism’s provision of Support Services and to help resolve Faults under these Support Terms. In the event Customer delays or fails to meet its obligations under these Support Terms (including the applicable Documentation) and such delay or failure makes it commercially impractical or impossible for Blue Prism to provide the Support Services, Customer acknowledges the Blue Prism Cloud Services warranties under the Terms of the Use are deemed void and Customer relieves Blue Prism from any further obligation with respect to provision of Support Services under these Support Terms.

13. Support Obligations.

Based upon the information provided by Customer, Blue Prism will coordinate and manage the Support Ticket to determine the suspected cause of the Fault. If Blue Prism determines that the cause of the Fault arises out of a failure of the Blue Prism Cloud Services, Blue Prism will assign the Fault a priority level and address such Fault in accordance with these Support Terms. Blue Prism’s management of the Support Ticket includes: (i) logging, classifying and re-classifying incidents reported by Customer, (ii) regularly monitoring progression of issue resolution, (iii) regularly updating Customer on progress of issue resolution.

If the suspected Fault is due to some other cause, Blue Prism will, if known, identify to Customer the cause of the Fault for Customer to address and Blue Prism will deem such Support Ticket as closed. Blue Prism may provide additional services in such event as provided in Section 19 below.

The Support Services are provided on a remote basis, which require remote log on and access to Customer’s subscription to Blue Prism Cloud Services; and Blue Prism may provide Support Services via telephone/email. If on-site support is requested to resolve a Fault or otherwise to resolve problems such support shall be supplied via a SOW approved by the Customer and time and expenses shall be chargeable at Blue Prism’s then current rates as detailed in the SOW.

14. Priority levels for a Fault are defined as follows:

Type of Fault	
Priority 1	The entire Blue Prism Cloud Services fails to operate on the Customer’s production system in accordance with all Operation Criteria.
Priority 2	The Blue Prism Cloud Services fails to operate on the Customer’s production system in accordance with at least half of the Operation Criteria, and there is no viable Work Around.
Priority 3	There are one or more issues in the operation of Blue Prism Cloud Services on Customer’s production system that are causing an inconvenience in Customer’s use of the Blue Prism Cloud Services, but the Blue Prism Cloud Services is substantially operating in accordance with the Operation Criteria or a Work Around has been provided.
Priority 4	There is a minor issue or a suggestion for a change in functionality or appearance of the Blue Prism Cloud Services.

15. The target response times for each priority level are set forth below. Target response times are calculated from the time Blue Prism receives notice of

the issue. Target resolution times are calculated from the time Blue Prism determines the cause of the Fault.

Class	Target Initial Response Time	Target Resolution Time
Priority 1	Response within one hour.	Blue Prism will use Continuous Effort, within Service Hours, to resolve the Fault within 12 Service Hours.
Priority 2	Response within three hours.	Fault resolved by the end of the following three Business Days.
Priority 3	Response within one Business Day.	Bug fix scheduled for the next available release.

Priority 4	Blue Prism shall consider such issues or requests in the light of other Customer requirements and will advise what action will be taken to address the issue.
Continuous Effort means that, for Priority 1 Faults only, Blue Prism personnel will work continuously on the Fault, with breaks only for reasonable sustenance and rest.	
Blue Prism shall not be liable for any failure or delay in providing the Support Services resulting from any failure or delay by the Customer to perform its obligations under the Terms of Use or these Support Terms.	
Blue Prism's initial response may include:	
1. acknowledgment of the Fault and confirmation of expected resolution timescale;	
2. provision of a Workaround, reclassification of priority class, and confirmation of expected resolution timescale;	
3. provision of an explanation of the issue, such as a misinterpretation of the Blue Prism Cloud Services functionality and not a Fault, and details of any other options for resolving the issue.	

16. Bug Fixes, New Releases

Support Services may include bug fixes and periodic operating system updates to the Blue Prism Cloud Services. Support Services may also include new releases of the Blue Prism Cloud Services. Each such release shall be accompanied by a release notice detailing any issues resolved. Customer will have six months from the notice to schedule the applicable new release of the Blue Prism Cloud Services. If Customer does not do so, Blue Prism will automatically update Customer's subscription to the Blue Prism Cloud Services after the six month period.

At Blue Prism's discretion, Blue Prism may implement certain operational changes to the Blue Prism Cloud Services to address an identified Fault. Blue Prism will notify in advance and coordinate with Customer any such operational change which impacts Customer's use of Blue Prism Cloud Services. For any operational changes which may occur outside a regularly scheduled maintenance window, Customer may request Blue Prism to delay implementation of an operational change for a reasonable period.

17. Knowledge Support

If Customer subscribes to Knowledge Support, Customer may request Knowledge Support by emailing: PMO.cloud@blueprism.com.

Depending on Customer's subscription to Knowledge Support, Customer may have a limit on the number of hours of Knowledge Support which Customer may use per month, as directed in advance by Blue Prism.

Knowledge Support requests are booked in blocks of 2 hours.

Customer must book Knowledge Support at least 10 working days in advance.

18. Training

If Customer orders training, training is comprised of the following:

- Training material provided to the Customer through the Blue Prism training portal.
- Time limited access to a dedicated training platform for use by the Customer.
- Access to training platforms can be requested as described on the Order Form, or by email to: training@blueprismcloud.com and Blue Prism will make the training platform to Customer within 3 business days.
- Customers are permitted to use the training platform for 28 days, or as agreed by Blue Prism.

19. Additional Services

Blue Prism may, at its discretion, charge fees for additional services which do not relate to a Fault and are not included in Support Services on a time and materials basis plus reasonable expenses at Blue Prism's then current published rates. Such additional services and related fees and costs will be set forth in a mutually agreed upon SOW and may be subject to additional terms. Additional services which are not included in Support Services may include:

- Professional Services such as assistance with installation of Customer provided operating system, changes to development or production capacity, change to environment configuration e.g. adding a UAT platform instance;
- any modification of the Blue Prism Cloud Services made by any person other than Blue Prism that materially impacts operation unless otherwise agreed in writing by Blue Prism and, if required, verified by Blue Prism;
- all work undertaken outside Service Hours (if requested by the Customer).

Furthermore, if any additional work is required to address the Fault due to issues other than Blue Prism's failure to meet one or more Operation Criteria, the parties will enter into a SOW for such additional services and any associated fees. Such issues causing the Fault may include but are not limited to:

- defects or errors resulting from incorrect implementation or configuration of the Blue Prism Cloud Services if carried out by the Customer;
- use of the Blue Prism Cloud Services inconsistent with the Terms of Use and/or Documentation or operator error;
- any changes to the operating environment made by the Customer;
- failure to properly maintain and administer Customer Infrastructure and/or Customer's environment;
- where the data structure or format has changed outside of such changes as are reasonably contemplated by the functionality of the Blue Prism Cloud Services;
- failure to implement any release supplied by Blue Prism to correct the Fault unless such release is demonstrated to cause other issues and/or Faults when tested;
- use of the Blue Prism Cloud Services with any software or hardware which could, in the reasonable opinion of Blue Prism, adversely affect the operation of the Blue Prism Cloud Services, unless such use has been approved in writing in advance by Blue Prism;
- failure to read and comply with the Documentation correctly;
- failure to use reasonably skilled and trained operators, administrators and maintenance personnel;
- where the request for support is a request for services outside the scope of the Terms of Use or these Support Terms such as, but not limited to, where the request would: (i) require additional training of the Customer personnel other than through agreed training courses; (ii) result in a change in functionality of the Blue Prism Cloud Services; (iii) result in a Customer specific modification of the Blue Prism Cloud Services otherwise than for the purposes of the Support Services; or (iv) where the Customer delays or defaults in any of its obligations under the Terms of Use or these Support Terms.

20. Request for Change

Changes or modifications to the Blue Prism Cloud Services or an evaluation of

third-party products for use with Blue Prism Cloud Services require submission of a "Request for Change". A Request for Change can be initiated by Blue Prism or the Customer.

Upon submission of the Request for Change, a Change Control Board will be formed, comprised of a Customer representative and a Blue Prism representative. The Change Control Board will have joint authority to accept or reject the Request for Change.

Following acceptance of a Request for Change, the parties will enter into a SOW to document such changes, including associated fees and costs, if any.

Where agreement cannot be reached, either Customer or Blue Prism may initiate the Escalation Process set forth in Section 22 below.

21. Relationship

A regular relationship review shall be held, if requested, to agree on priorities of Support Tickets, review SLA performance and to escalate any non-performance issues.

22. Escalation Process

If Customer is dissatisfied with the Support Services received through normal helpdesk channels described in these Support Terms, Customer may contact the Blue Prism's Relationship Manager, and the parties will work together in good faith to resolve such issue. If such issue is not resolved within a reasonable period of time, Customer and Blue Prism may escalate the issue to Blue Prism's Chief Operating Officer. If such efforts to resolve the issue remain unsuccessful, Customer and Blue Prism may escalate such issue to Blue Prism's Chief Executive

Officer.

23. Maintenance and Health Checks

Blue Prism will perform periodic maintenance and health checks on the Blue Prism Cloud Services. Such maintenance services may include, but are not limited to: monitoring uptime for compliance with the SLA, monitoring and collecting measurements and trend analysis, capturing and analyzing event log files, verifying that the Blue Prism Cloud Services is functioning in accordance with the Documentation, disk space / database space management, verifying patch level and antivirus updates, confirming Blue Prism Cloud Services are configured according to best practice, identifying maintenance activities. Blue Prism will notify Customer of any scheduled maintenance downtime to perform such maintenance services.

As part of regular maintenance services, Blue Prism may also require Customer to perform certain maintenance activities, and Blue Prism will provide Customer with advance notice of any such requirements.

24. Incident Management

Blue Prism will notify Customer promptly of any known unplanned downtime or if it discovers a Fault which materially impacts Customer's use of Blue Prism Cloud Services ("Major Incident"). In such event, Blue Prism will appoint a dedicated recovery manager as a point of contact for Customer ("Recovery Manager"), who will assist in providing regular updates and resolving the Major Incident. Blue Prism will use commercially reasonable efforts to resolve the Major Incident in a timely manner, including provision of any Work Arounds or suggested course of action which may minimize the impact of the Major Incident. Upon resolution, the Recovery Manager will provide a root cause analysis report.