

**SS&C BLUE PRISM® DOCUMENT AUTOMATION
SUPPORT TERMS AND SERVICE LEVELS AGREEMENT**

A. SUPPORT

Client Support.

SS&C Blue Prism Document Automation includes the use of SS&C Blue Prism Document Automation Software, support and hosting services deployed with 1 production and 1 non production environments for the number of pages outlined in an Order. SS&C will provide client support for the DA Service to resolve defects that cause the DA Service to perform not in substantial conformance to the Product Overview ("Client Support"). A resolution to a defect may consist of a fix, workaround or other relief SS&C deems reasonable. Any support not covered in this Agreement may be detailed in an SOW agreed upon by Client and SS&C and charged per SS&C's Professional Services rates. The terms of Client Support may be updated by SS&C from time to time.

Client Support does not include:

- implementation services
- configuration services
- integration services
- customization services or other custom software development
- training
- assistance with administrative functions
- correction of defects originating from Client's systems, servers, software or data

SS&C is not obligated to provide Client Support resolutions for immaterial defects or defects due to modifications of the DA Service made by any person other than SS&C or a person acting at SS&C's direction.

1. Business Hours

DA Business Hours are Monday to Friday, 6 a.m. through 6 p.m. U.S. Pacific Time (9 a.m. through 9 p.m. U.S. Eastern Time), excluding SS&C Holidays.

2. Access Contacts

Client may contact SS&C using one of the following means:

- Support Portal at <https://support.vidado.ai/>. Client may get login access to this self-service portal by contacting its SS&C administrator.
- Standard Support: email support@vidado.ai or call (877) 753-2008
- Urgent Support: email urgent-support@vidado.ai

3. Incident Priority

Incident priority for a defect is determined using the guidelines below:

Severity	Description	Response Time (Acknowledgement) Target	Resolution Time Target (Urgency)
Critical	An issue that affects the availability of Service. Service is inaccessible or no work can	Within 60 minutes.	Work will start immediately upon acknowledgment and will continue until a resolution is in place. A resolution or action plan will be

	be completed. No effective workaround in place.		communicated within two (2) hours, with a goal of Incident being resolved within four (4) hours.
High	An issue that causes a critical function to fail. Service is accessible, some work can be completed. No effective workaround in place.	Within 60 minutes.	Work will start immediately upon acknowledgment and will continue until a resolution is in place. A resolution or action plan will be communicated within two (2) hours, with a goal of Incident being resolved within one (1) business day.
Medium	An issue that impedes the work of one or more users. Work can be completed, but service is not functioning normally. No effective workaround in place.	Within 1 business hour.	A resolution or action plan will be communicated within one business day, with a goal of Incident resolved within four (4) weeks.
Low	A non-impacting issue. A functional or user-interface annoyance.	Within 3 business hours.	Issue will be research, a resolution plan discussed, and considered for next releases.

4. Response Times and Level of Effort

Client shall submit a request for Client Support to SS&C via phone or web. All support requests are tracked online and can be viewed by Client's authorized contacts. Response times do not vary if the incident was filed via phone or web.

SS&C will use reasonable efforts to meet the target response times stated in the table above.

5. Client Responsibilities

Client's obligations are as follows:

- (a) Client agrees to receive from SS&C communications via email, phone or through the Support Portal regarding the DA Service.
- (b) Client shall appoint no more than 2 contacts ("Client Authorized Contacts") to engage Client Support for questions and technical issues.
 - (i) Only Client Authorized Contacts are authorized to contact Client Support.
 - (ii) Client must ensure the information for these contacts is current in the Support Portal.
 - (iii) Client Authorized Contacts shall be trained by SS&C on the use and administration of the DA Service.
- (c) Client shall cooperate to enable SS&C to deliver the DA Service and support for the SS&C Service.
- (d) Client is solely responsible for the use of the DA Service by its End Users.
- (e) Client is responsible for administering the DA Service and providing internal first level support for End Users.

B. SERVICE LEVELS

1. Definitions

- (a) "Available" means that the DA Service can be accessed by End Users.
 - (b) "Excused Downtime" means: (i) Maintenance Time of up to 6 hours per month; and (ii) any time the DA Service is not Available due to circumstances beyond SS&C's control, including modifications of the DA Service by any person other than SS&C or a person acting at SS&C's direction, a Force Majeure event, general Internet outages, failure of Client's infrastructure or connectivity (including direct connectivity and virtual private network (VPN) connectivity to the DA Service), computer and telecommunications failures and delays, and network intrusions, denial-of-service or other criminal attacks.
 - (c) "Maintenance Time" means the time the DA Service is not Available due to service maintenance.
 - (d) "Availability SLA" means the percentage of total time during which Client's production instances of the DA Service are Available during a calendar month, excluding Excused Downtime.
2. The System Availability standard target shall be 99.5 %

3. **Notice; Maintenance Downtime**

SS&C shall use reasonable efforts to give Client 30 days' prior notice of any Major Upgrade to the DA Service. SS&C shall use reasonable efforts to give Client 10 days' prior notice of any Upgrade to the cloud infrastructure network, hardware or software used by SS&C to operate and deliver the DA Service if SS&C in its reasonable judgment believes that the infrastructure Upgrade will impact Client's use of its production instances of the DA Service. SS&C will use commercially reasonable efforts to limit the period of time during which the DA Service is unavailable due to the application of Upgrades to no more than 6 hours per month. Notwithstanding the foregoing, SS&C may provide Client with a shorter or no notice period of an Upgrade if necessary, in the reasonable judgment of SS&C, to maintain the availability, security or performance of the DA Service or the ability of SS&C to efficiently provide the DA Service.

C. BACK-UP AND DISASTER RECOVERY PLAN

SS&C shall implement a business continuity plan and the disaster recovery plan and shall carry out the terms of such plans upon any triggering event. SS&C shall test the effectiveness of the business continuity plan and the disaster recovery plan on an annual basis and, to the extent such tests reveal vulnerabilities that could materially affect Client or the provision of the Services, shall provide the results of all such tests to Client. To the extent such tests reveal vulnerabilities in the business continuity plan or the disaster recovery plan, SS&C shall eliminate such vulnerabilities, promptly perform another test and provide a summary of the results of that test to Client. SS&C shall follow the aforementioned procedure until such time as all vulnerabilities have been eliminated.

Additionally, SS&C maintains a Recovery Time Objective (RTO) of 8 hours and Recovery Point Objective (RPO) of 24 hours.