



STANDARD SERVICES AGREEMENT

CONTENTS

1.	Service Agreement Policy.....	3
1.1	PURPOSE	3
1.2	DEFINITIONS	3
1.3	INTERPRETATION.....	4
1.4	SERVICES.....	5
2.	Service Agreement terms.....	6
2.1	OBLIGATIONS OF RIELA TECH	6
2.2	OBLIGATIONS OF CLIENT.....	6
2.3	FEES.....	7
2.4	PAYMENT TERMS	7
2.5	TERM.....	7
2.6	TERMINATION	7
2.6	INFORMATION AND CONFIDENTIALITY	8
2.8	DATA PROTECTION	8
2.9	INDEMNITIES AND LIABILITIES	9
2.10	DISPUTE RESOLUTION.....	10
2.11	THIRD PARTY RIGHTS	11
2.12	NO PARTNERSHIP	11
2.13	NO TRANSFER	11
2.14	GENERAL CONDITIONS.....	11
3.	Schedule A: Riela Tech Private Client infrastructure.....	12
3.1	INFRASTRUCTURE AS A SERVICE (IAAS)	12
3.2	HOSTED VIRTUAL SERVERS	12



3.3 SOFTWARE AS A SERVICE (SAAS)	13
3.4 CONTINUITY (ACCIDENTAL LOSS OR CORRUPTION OF DATA)	13
4. Schedule B: Connectivity, Bandwidth, and Limitations	13
5. Schedule C: Related Services	14
5.1 ON PREMISE INFRASTRUCTURE	14
6. Schedule D: Consultancy and support services.....	14
6.1 CONSULTANCY	14
6.2 SUPPORT	14
7. Schedule E: Service Level Agreement	15
7.1 STANDARD OFFICE HOURS.....	15
7.2 SUPPORT SERVICES	15
7.3 NEW RELEASES AND UPDATES.....	16
7.4 RESPONSE TIMES	16
7.5 SEVERITY LEVELS	16
7.6 SUPPLIER RESPONSIBILITIES.....	17
7.7 CLIENT RESPONSIBILITIES.....	18
8. Schedule F: Rates Fees and deliveries.....	20
8.1 Riela Tech PRIVATE CLIENT HOSTED INFRASTRUCTURE	20
8.2 CONTINUITY	20
8.3 CONNECTIVITY	20
8.4 ON PREMISE INFRASTRUCTURE	20
8.5 MANAGED SERVICES	20
8.6 FUTURE ADDITIONS	20
8.7 CONSULTANCY AND SUPPORT SERVICES.....	20
8.8 OTHER RELATED SERVICES	20



1. SERVICE AGREEMENT POLICY

1.1 PURPOSE

The Client has signed a Service Order for Products and/or Services from Riela Tech Security Centre Limited, or is to sign this Standard Service Agreement for Products and/or Services from 4Tech. This document defines support agreement levels and terms and conditions by which they will be delivered, and the related contractual obligations of both the Client and Riela Tech.

1.2 DEFINITIONS

Unless otherwise defined under this Agreement, words and expressions have, under this Agreement, the following meaning:

- Agreement;** means the terms and conditions set out in this main agreement and its schedules and any signed Service Order, as amended from time to time in accordance with this Agreement.
- Affiliated Company;** in relation to a body corporate means; (i) any Subsidiary Company of that body; (ii) any Holding Company of that body; (iii) any Subsidiary Company of that Holding Company; or (iv) any director or employee of such Holding Company or Subsidiary Company.
- Business Days;** means when the banks located in the Isle of Man are open for regular banking business.
- Client;** means the corporate entity or private individual on behalf of which the Service Order Service Order Service Order was signed.
- Connectivity and Bandwidth;** means the connectivity and bandwidth described in Schedule B
- Confidential Information;** includes all business, financial and operational information, and/or the parties' wider activities, either marked as confidential or which ought reasonably to be regarded as such, which may be or may have been disclosed to the other either under or pursuant to this Agreement.
- Disclosing Party;** means the party disclosing its Confidential Information.
- Holding Company;** means a company which has a Subsidiary Company.
- Infrastructure;** means the infrastructure defined in Schedule A or on the signed Service Order.



- Initial Fees** means the total of the fee elements described in Schedule F as Initial Fees in addition to any other Initial Fees described and agreed between the parties in any additional service orders for addition of services conducted in accordance with this Agreement;
- Intellectual Property Rights;** means (a) copyright, software, inventions, patents, database rights and rights in trademarks, designs, know-how and confidential information (whether registered or unregistered): (b) applications for registration. and the right to apply for registration, for any of these rights: and (c) all other intellectual property rights and equivalent or similar forms of protection existing anywhere in the world;
- RDP;** means Microsoft’s Remote Desktop Protocol
- Recurring Fees;** means the total of the fee elements described in Schedule F as Recurring Fees in addition to any other recurring fees described and agreed between the parties in any additional Service Orders for addition of services conducted in accordance with this Agreement;
- Recipient;** means the party receiving Confidential Information from the Disclosing Party.
- Related Services;** means the Related Services described in Schedule C or on the signed Service Order, and in addition to any other Related Services described and agreed between the parties in any additional Service Orders for addition of services conducted in accordance with this Agreement;
- Service Order;** means any signed Service Order accepted by 4Tech making reference to this Agreement, for delivery of products and services, as amended from time to time in accordance with this Agreement.
- Solution;** means the Infrastructure and Related Services described herein or on any signed Service Order.
- Standard Business Hours;** means Monday to Friday 9am-5.30pm, excluding statutory holidays;
- Subsidiary Company;** means the same as defined in the Companies Act 1974 (act of Tynwald).

1.3 INTERPRETATION

- a) Unless expressly stated otherwise, the following rules of interpretation will apply in this Agreement.
- i. Words in the singular, include the plural and vice versa:



- ii. Headings used in this Agreement are for ease of reference only and will not affect the interpretation of this Agreement:
 - iii. References to Clauses, Sections and Schedules are, unless the context otherwise requires, to clauses and schedules of this Agreement and sections to the Schedules to this Agreement;
 - iv. References to a statute or a statutory provision, include a reference to that statute or statutory provision as from time to time modified or re-enacted; and,
 - v. References to persons shall include references to individuals, bodies corporate, unincorporated associations, partnerships and any other entity having legal capacity.
- b) In the event of any inconsistency between the main terms of this Agreement and the terms of any Schedule or Service Order, the main terms of this Agreement shall take priority.

1.4 SERVICES

- a) Riela Tech will provide products and services in accordance with Schedule A and any signed Service Order.
- b) Riela Tech will provide Connectivity and Bandwidth in accordance with Schedule B and any signed Service Order.
- c) Riela Tech will provide Related Services in accordance with Schedule C and any signed Service Order.
- d) Riela Tech will perform the Consultancy Services in accordance with Schedule D and any signed Service Order.
- e) Riela Tech grants Client and Client buys from Riela Tech, access to and use of the environment from where any private hosted services are provided.
- f) The standard services made available by Riela Tech may include:
 - i. infrastructure as a Service;
 - ii. Virtual Private Servers and virtual customer containers;
 - iii. Hosted services such as MS Exchange, either dedicated (private) or multi tenanted;
 - iv. connectivity and bandwidth provision;
 - v. remote access;
 - vi. consultancy and support services;
 - vii. digital signatures; and
 - viii. various business processing functionality across a mixture of locations;

as well as any other services as more fully described in the Schedules hereto.



END OF SERVICE AGREEMENT SUMMARY

2. SERVICE AGREEMENT TERMS

2.1 OBLIGATIONS OF RIELA TECH

- a) Riela Tech will ensure properly trained staff are in place to support and maintain all aspects of the Solution.
- b) Riela Tech will ensure provision of the service levels defined in the Service Level Agreement as set out in Schedule E.
- c) Riela Tech will purchase applications and services from third party vendors as and when necessary in order to implement and supply the Solution.
- d) All third party vendors will be contracted with defined service levels. Where specific expert support from third party vendors is necessary the service levels contracted from those vendors will supersede those defined herein.
- e) Riela Tech shall obtain and maintain in force during the Term and Renewal Period any and all licenses, authorisations and permits which may be required of Riela Tech to offer the Solution, including complying with licensing agreements and applicable laws and regulations.
- f) Riela Tech will ensure that it shall maintain all licenses, authorisations and permits as required herein.

2.2 OBLIGATIONS OF CLIENT

- a) Client shall be responsible to pay fees as set out on the Service Order or in Schedule F and pursuant to Clause 2.3.
- b) Client shall remain responsible for licensing of Client's software as used on the Infrastructure or Client's local office environments.
- c) Client shall comply with all conditions imposed on Client under this Agreement.
- d) Client shall ensure all infrastructure installed on Client's premises under the Solution is adequately insured, regardless of whether the infrastructure is procured by the client or is the property of Riela Tech provided as part of a managed service.



2.3 FEES

- a) All invoices shall be issued and paid in Pounds Sterling.
- b) By entering into this Agreement, the Client is committed to paying the Fees for the Term or any Renewal Period. The level of those fees will depend on the package of services that the Client chooses as set out within the terms of this Agreement including any signed Service Order and including the Schedules hereto and any other Schedules that may be executed hereafter.
- c) All sums payable under this Agreement are exclusive of any Value Added Tax (VAT) or other taxes or duties levied on such sums and, subject to receipt of a valid VAT invoice, the Client undertakes to pay and indemnify Riela Tech in respect of any such VAT or other tax or other duty properly chargeable to the Client by Riela Tech.

2.4 PAYMENT TERMS

- a) The Recurring Fees are due and payable in advance on the first day of every month.
- b) All other Fees are due and payable upon the issuing of an invoice to the Client.
- c) Late payment fees bear interest as of and from their due date at the daily rate of 1% per month or 12% per annum.

2.5 TERM

- a) The term of this Agreement is for a minimum of 1 year (the "Term") starting as of the date of execution of this Agreement or the date of Execution of any signed Service Order. Where the Term applied to individual products or services stated on any Service Order differs from the Term herein, the Term stated on the Service Order takes precedence. Where more than one Agreement or Service Order has been signed, the Term applies separately to those Agreements or Service Orders. In the event the Term is renewed in accordance with the provisions herein, the renewal period shall be considered as part of the Term.
- b) The Agreement shall automatically renew at the end of the Term unless Client notifies Riela Tech in writing at least three months before the end of the Term or Renewal Period that Client does not wish to extend the Term "Renewal Period".

2.6 TERMINATION

- a) Either party may terminate this Agreement at any time if the other party materially breaches this Agreement and fails to cure that breach within 60 days of receipt of notification of such breach.



- b) Either Party may terminate this Agreement with immediate effect by written notice to the other Party if the other Party ceases to trade (either in whole, or as to any part involved in the performance of this Agreement), or becomes insolvent, has a receiver, administrative receiver, administrator or manager appointed of the whole or any part of its assets or business, makes any composition or arrangement with its creditors, takes or suffers any similar action in consequence of debt, is unable to pay its debts when due, or any order or resolution is made for its dissolution or liquidation (other than for the purpose of solvent amalgamation or reconstruction) under the laws applicable to that Party.
- c) The Client acknowledges and agrees that if events occur giving a right to Riela Tech to serve notice of termination, Client shall be required to pay all outstanding charges for services received up to the termination date and the balance of the Recurring Fees from the termination date to the end of the Term or any Renewal Period.
- d) Should Client terminate services, other than pursuant to Clauses 2.6.a or 2.6.b, prior to the end of the Term and or any Renewal Periods, Client shall be required to pay all outstanding charges for services received up to the termination date and the balance of the minimum monthly Recurring Fees from the termination date to the end of the Term or any Renewal Periods.
- e) Should Client terminate services for any reason within the Term of any product or service, Client shall be required to pay all outstanding charges for services received up to the termination date and the balance of the monthly Recurring Fees of the Term.

2.6 INFORMATION AND CONFIDENTIALITY

Each party shall treat as confidential, and shall use its best efforts to procure that its directors, employees, professional advisers and agents shall treat as confidential, the terms and conditions of this Agreement, as well as all data, summaries, rates, reports or information of all kinds and all other confidential information relating in any manner to the business or affairs of the other party which it may receive in connection with this Agreement, and shall not (and shall use its best efforts to procure that its directors, employees, professional advisers and agents shall not) disclose or use such information other than strictly for the purposes of this Agreement.

2.8 DATA PROTECTION

- a) Both parties acknowledge their respective duties under the applicable data protection legislation, and hereby undertake to comply with their obligations and duties under such legislation and shall give all reasonable assistance to each other where appropriate or necessary to comply with any obligations arising under such legislation.
- b) The Client acknowledges that Riela Tech may, in the course of performing its obligations under this Agreement, process “personal data” in accordance with the relevant legislation. In so far as such personal data is obtained from the Client, the Client consents and undertakes to procure that any relevant data subjects consent, to such processing by Riela Tech.



- c) The Parties shall at all times ensure that appropriate technical and organisational security measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to personal data.

2.9 INDEMNITIES AND LIABILITIES

- a) Subject to the liabilities described herein, Client shall fully indemnify, defend and hold harmless Riela Tech and its officers, directors, employees, agents, successors and assigns from and against any and all costs, actions, claims, damages or losses whatsoever arising from or in connection with or based on any claim of the following;
- i. the fraud or dishonesty of any Client personnel or subcontractors;
 - ii. any claim that any Client product or Client Confidential Information or Client Intellectual Property Rights. or the use, reproduction or exploitation of any of the same infringes a third party's rights. including third party Intellectual Property Rights or rights in respect of confidential information;
 - iii. Client's breach of any terms or obligations or warranties under this Agreement;
 - iv. a breach by Client of any Statute or Regulation applicable to Client.
 - v. Any breach of duty by Client.
- b) Neither party shall be liable:
- i. for any breach of its obligations under this Agreement resulting from a force majeure or acts of God including, without limitation, acts of war, acts of terrorism, civil uprising, acts of civil disobedience, natural catastrophes and accidents beyond their control; nor
 - ii. for any indirect, incidental, special, consequential, exemplary or punitive damages (including but not limited to damages for lost profits, lost revenues, loss of goodwill, loss of data or interference with business) whether or not caused by the acts of omissions or negligence of its employees or agents and regardless of whether such party has been informed of the possibility of the likelihood of such damages.
- c) The credits and recourses provided in the Service Level Agreement, as set out in Schedule E hereto, constitute the only and exclusive recourses available to Client against Riela Tech in the event of any failure of Riela Tech to deliver the service to be provided under this Agreement.
- d) You agree to hold harmless and indemnify Riela Tech and its subsidiaries, affiliates, officers, agents, directors, managers, employees, and successors from any claims, losses, damages, suits, demands, liabilities, judgments, litigation costs and attorneys' fees arising from or in any way related to your use of the Solution, your breach of any of your obligations under this Agreement, or your violation of any applicable laws or regulations.
- e) Notwithstanding Clause 2.9 (f), nothing in this agreement shall hold Riela Tech liable for any amount greater than one month of Recurring Fees.



- f) However, nothing in this Agreement limits or excludes the liability of either party to the other in respect of:
- i. death or injury to persons caused by its negligence: or
 - ii. any other liability which cannot by law be limited or excluded.

2.10 DISPUTE RESOLUTION

- a) Any dispute between the parties arising out of or relating to this Agreement will be resolved as provided in this Clause.
- b) Informal Dispute Resolution: The parties will use their reasonable endeavours to resolve any dispute under this Agreement informally as provided for in this Clause. In the event that the parties are unable to resolve a dispute:
- i. upon the written request of a party, each party will appoint a senior designated representative who does not devote substantially all of his or her time to performance under this Agreement, whose task it will be to meet for the purpose of endeavouring to resolve such dispute;
 - ii. the designated representatives will meet as often as the parties reasonably deem necessary in order to gather and furnish to the other all information with respect to the matter in issue that the parties believe to be appropriate and germane in connection with its resolution and in any case shall use their reasonable endeavours to resolve the dispute within ninety (90) days of the date of the first notice under this Clause 2.10. The representatives will discuss the problem and attempt to resolve the dispute without the necessity of any formal proceeding; and
 - iii. the specific form for the discussions will be left to the discretion of the designated representatives.
- c) Court Proceedings
- i. In the event that the parties are unable to resolve a dispute by the application of the informal dispute resolution procedures set out above, either party may elect to seek recourse through the Manx courts which shall have exclusive jurisdiction in respect of any such disputes.
 - ii. Nothing will prevent a party from at any time commencing court proceedings relating to any dispute arising from this Agreement having notified the other party in writing of its intention to withdraw from the dispute resolution process set out herein.
 - iii. Nothing in this Agreement shall prevent either party from seeking equitable relief, including injunctive relief.



2.11 THIRD PARTY RIGHTS

Nothing in this Agreement shall be deemed to grant any rights or benefits to any person other than the parties, their respective successors in title or assignees, or entitle any third party to enforce any provision hereof and the parties do not otherwise intend that any term of the Agreement should be enforceable by a third party by virtue of the Contracts (Rights of Third Parties) Act 2001.

2.12 NO PARTNERSHIP

Nothing in this Agreement, and no action taken under this Agreement, shall create a partnership or establish a relationship of principal and agent between any of the parties or otherwise authorise any party to bind any other party for any purpose.

2.13 NO TRANSFER

This Agreement, and the provision of the services is personal to the Client. The Client will have no right to assign, transfer or novate any part of this Agreement to another party without the prior written consent of Riela Tech.

2.14 GENERAL CONDITIONS

- a) Any communication in connection with this Agreement must be in writing and unless otherwise stated, may be given in person, by fax, or by email, or post at the address stated herein for the party set out above or such other address as may be notified by the party in accordance with this provision.
- b) Except as provided herein, any communication in connection with this Agreement will be deemed to be given as follows:
 - i. if delivered in person at the time of delivery; and
 - ii. if posted three days after being deposited in the post, postage prepaid, in a correctly addressed envelope.
- c) Client cannot sub-licence, assign or resell any of the services provided under this Agreement, without the prior written consent of Riela Tech.
- d) Riela Tech may assign its rights under this Agreement to an Affiliated Company.
- e) The Schedules hereto form an integral part of this Agreement.
- f) Any Service Order hereto forms an integral part of this Agreement.
- g) This Agreement is governed by and shall be construed in accordance with Isle of Man law and, subject to Clause 2.14 section h), parties agree to submit to exclusive jurisdiction of Courts of the Isle of Man.



- h) Client irrevocably waives any objection that it has now, or may hereafter have, to the courts of the Isle of Man being nominated as the forum to hear and to determine any suit, action or proceeding, and to settle any dispute that may arise out of or in connection with, this Agreement and agrees not to claim that any such court is not a convenient or appropriate forum.
- i) Notwithstanding the foregoing, Riela Tech may take proceedings against Client in any other competent jurisdiction to execute and enforce against Client a judgment issued by the courts of the Isle of Man.
- j) If any provision of this Agreement shall be held to be illegal, invalid or unenforceable, the enforceability of the remainder of this Agreement shall not be affected.
- k) All references to monetary amounts in this Agreement, the Schedules hereto, the Riela Tech Website, the 2Sign Website, and any other documents submitted by Riela Tech to Client, are denominated in Pounds Sterling currency unless otherwise specifically provided.
- l) This Agreement may be executed in counterparts and it shall not be necessary that each counterpart be signed by each party hereto so long as each party shall have duly executed and delivered a counterpart.
- m) This Agreement may be executed by confirmation of acceptance of a Service Order signed by the Client, without need for either party to sign this Agreement.

IN WITNESS WHEREOF Riela Tech and the Client have executed this Agreement as of the day and the year first above written.

Signatures:

.....

for the Client

.....

for Riela Tech

Date:

.....

.....

END OF SERVICE AGREEMENT TERMS

3. SCHEDULE A: RIELA TECH PRIVATE CLIENT INFRASTRUCTURE

Further Riela Tech Private Client Infrastructure can be added whilst the Agreement is in force by written or emailed agreement with reference to this Agreement.

3.1 INFRASTRUCTURE AS A SERVICE (IAAS)

3.2 HOSTED VIRTUAL SERVERS



3.3 SOFTWARE AS A SERVICE (SAAS)

3.4 CONTINUITY (ACCIDENTAL LOSS OR CORRUPTION OF DATA)

END OF SCHEDULE A

4. SCHEDULE B: CONNECTIVITY, BANDWIDTH, AND LIMITATIONS

END OF SCHEDULE B



5. SCHEDULE C: RELATED SERVICES

Related Services will be implemented as a managed service, to include all implementation but exclude ongoing support hours. Support is defined separately in Schedule D. All hardware, software, and licensing remain the property of 4Tech.

Further Related Services can be added by written or emailed agreement with reference to this Agreement.

5.1 ON PREMISE INFRASTRUCTURE

END OF SCHEDULE C

6. SCHEDULE D: CONSULTANCY AND SUPPORT SERVICES

Further Consultancy and Support Services can be added whilst the Agreement is in force by written or emailed agreement with reference to this Agreement.

6.1 CONSULTANCY

Riela Tech will provide consultancy services to manage the Solution for the Client.

Riela Tech will subcontract all and any work it deems necessary to related companies and/or hire suitable to third party contractors. Those related companies and contractors to be assessed and managed by Riela Tech and obligated under the Service Level Agreement in Schedule E.

The consultancy services will be provided pursuant to the Service Level Agreement detailed in Schedule E and the Rates and Fees detailed in Schedule F or on any relevant Service Order.

6.2 SUPPORT

Riela Tech can provide ongoing support services to ensure the smooth operation of the Solution for the Client, this may include, but is not limited to:

- Endpoint issue resolution
- Endpoint support and maintenance
- Hosted environment support & maintenance
- On premise environment support & maintenance
- Managed backup regime
- General IT support & consultancy
- 2Sign User support



- 2Sign Enterprise support
- 2Sign Library and Template assistance
- 2Sign Workflow design assistance

Where support services are included they will be provided pursuant to the Service Level Agreement detailed in Schedule E and the Rates and Fees detailed in Schedule F or any Service Order.

Where support services are not included they will be provided using reasonable endeavours and charged at Riela Tech's standard rate, unless otherwise specified in Schedule F or any Service Order, or agreed between the parties in writing.

END OF SCHEDULE D

7. SCHEDULE E: SERVICE LEVEL AGREEMENT

7.1 STANDARD OFFICE HOURS

Riela Tech will provide support levels defined in this Schedule E during the normal working day, from 09:00 – 17:30, Monday to Friday, excluding Public Holidays. Support outside of these hours will be provided on a reasonable endeavours basis.

7.2 SUPPORT SERVICES

Riela Tech provides software support for enhancements (new releases and versions, error corrections and updates) new releases and updates will be introduced in accordance with the clients change control process.

Enhancements do not include new modules of the Related Services or add-on services that have not been licensed.

Error correction

Where the Client identifies an issue with the Solution, Riela Tech shall work with the Client to understand the issue and identify the root cause. Riela Tech will provide all assistance reasonably required by the Client to enable its qualified personnel to resolve the issue.

Report modification, customisation and creation

Riela Tech will upon request make any necessary changes to standard reports attached to the Solution, subject to fees listed in section 8.5.

Each request to change must be made by written request giving a full and detailed explanation of the changes and modifications required and giving full details of the report that is required to be modified.



Riela Tech will review each change and supply the Client with a detailed time line for changes and using the remote access to a test system. Riela Tech will not load the new reports onto the live system unless it has been fully tested and approved by the person or persons requesting the changes.

Riela Tech will keep a copy of each version of the report and keep this on its change management system. If changes are done by the Client’s own staff, then the Client will provide Riela Tech with a copy of the new report with a full explanation of any changes.

7.3 NEW RELEASES AND UPDATES

Riela Tech will periodically issue new releases and versions of the Private Client Infrastructure, Connectivity, and Related Services. The Client will be notified periodically of these updates where necessary. Any such releases or updates that risk disruption to services will be notified in advance and coordinated where necessary between Client and Riela Tech.

7.4 RESPONSE TIMES

The response time measures how long it takes for Riela Tech to respond to a support request raised by an email or telephone call from the Client.

Email regarding support issues should be sent to support@riela-tech.com, this is a dedicated support address that is monitored by all the support and management personnel.

All messages to the above address should also be copied to the Clients help desk email address.

Riela Tech is deemed to have responded when it has replied to the client’s initial request. This maybe in the form of immediate remedial action, an email or telephone call, to either provide a solution or request further information.

Response times depend on the severity of the issue which are shown in the table below:

See Severity levels section below			
(1) Fatal	(2) Severe	(3) Medium	(4) Minor
60 mins	180 mins	1 Day	2 days

7.5 SEVERITY LEVELS

The severity levels shown in the table above are defined as follows:

Fatal: All users or critical functions affected. Business processes completely unavailable.

Severe: A majority of users or functions affected, or a critical function affected. Business processes cannot continue.



Medium: More than two users or functions affected. Business processes can continue.

Minor One or two users affected. Business process can continue.

Notes Response times are measured during working hours. For instance, if an issue is reported at 5:00pm with a response time of 60 mins, Riela Tech has until 9:30am the following day to respond.

Resolution times

Riela Tech will use reasonable endeavours to resolve problems as swiftly as possible.

Resolution process

On receipt of a fatal or severe error report, Riela Tech will assign one engineer, who will contact the Client and request access to the system so as to assess the error and will report to the Client what has caused the error and the actions required to allow the error to be resolved.

For Fatal or Severe incidents, 60 minutes after the system has been made available, if the error has not been identified by the single engineer, the call will be escalated internally and Riela Tech's senior support staff will be made available to co-ordinate the situation, this will include regular updates by telephone or email explaining the actions that are being carried out to not only identify the error, but to give an estimate on the solution and time scale involved.

7.6 SUPPLIER RESPONSIBILITIES

Riela Tech will provide and maintain the Solution used by the Client

Riela Tech will use all reasonable endeavours to keep the Solution available to the Client with minimal interruption to the Client's key business activity.

Riela Tech will respond to support requests within timescales listed in herein.

Riela Tech will take steps to escalate and resolve issues in an appropriate manner.

Riela Tech will maintain good communications with the Client at all times.

Riela Tech will test new versions of upgrades on a test system before updating to the live system. Riela Tech will ask the client to approve the upgrade after testing on the test system (this may be bypassed in situation where a critical function or operation requires urgent remediation, and in which case an update or script may be executed on the live system, but only under agreement and approval of the Client). Any action will be noted and a permanent remedy added to the system, and recorded in Riela Tech's change management system.

Riela Tech will make every effort to keep the Solution current and up to date in terms of the operating systems and Related Service application versions.



Riela Tech will take responsibility for third party vendor relationships during problem diagnostic situations.

Riela Tech is responsible for the distribution of all installed patched supported software components.

7.7 CLIENT RESPONSIBILITIES

Riela Tech requires the Client to use the versions of third party products that are embedded in the Solution and that upgrades to new releases of such third party products are only performed only by Riela Tech.

Riela Tech is not responsible for program malfunctions that result from the Client upgrading to new versions or releases of third party products without the direction of Riela Tech.

The Client agrees to maintain a good understanding of their Solution and attend the appropriate Riela Tech product training sessions.

The Client agrees to maintain adequate internal support resources to provide proper responses to assist Riela Tech in supporting the Related Services.

The Client agrees to keep available any required bandwidth stipulated in Schedule B.

The Client agrees to a weekly maintenance window of one hour during which the Solution may not be available due to essential infrastructure maintenance. The exact timing of this window to be agreed between the parties to this Agreement.

The Client will not use third party tools or products to change or update data in the database without the written approval of Riela Tech. Riela Tech will not be responsible for any resulting data corruption. Riela Tech may provide data rectification services pursuant to Rates and Fees detailed in Schedule F.

In the case of Fatal and Severe issues, the Client must provide a contact person and their contact details who will be available during business hours to assist with on-site information gathering and resolution testing. Failure to provide this contact person may hamper the resolution of issues and in some cases may mean that the priority of your Priority 1 and 2 issues are downgraded. In the event that Riela Tech support personnel are unable to connect to the Client's Solution due to a Client connectivity issue the support clock will be stopped until access is made available.



END OF SCHEDULE E



8. SCHEDULE F: RATES FEES AND DELIVERIES

Riela Tech reserves the right to increase fees where underlying costs have materially changed or in line with common UK price indices.

8.1 Riela Tech PRIVATE CLIENT HOSTED INFRASTRUCTURE

8.2 CONTINUITY

8.3 CONNECTIVITY

8.4 ON PREMISE INFRASTRUCTURE

8.5 MANAGED SERVICES

8.6 FUTURE ADDITIONS

8.7 CONSULTANCY AND SUPPORT SERVICES

Consultancy and Support time, other than Endpoint Management, will be charged according to the following:

All Consultancy and Support during office hours	£800	per day
All Consultancy and Support outside of office hours	£1000	per day

The minimum chargeable time unit for response is 15 minutes pro-rata with the day rate

All travel and reasonable expenses will be recharged to the Client at cost.

All costs are exclusive of VAT which will be charged at the applicable rate.

8.8 OTHER RELATED SERVICES



