



## Appendix C

# Unit4 Global Tiered Support Terms

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## **SECTION A – STANDARD SUPPORT TERMS**

### **1. Support Coverage**

#### ***Standard Support Coverage***

Unit4 will support standard application and technical functions that are set out in the applicable Solution Description and/or Service Description for the Unit4 Product and/or Unit4 Global Cloud Service.

#### ***Additional Support***

For all other application or technical functions (including any Customisations whether provided by Unit4 or not) and/or issues or errors caused by Customer's information systems and/or third party products or services, Unit4 may assist Customer and any third party suppliers in diagnosing and resolving issues or errors. However, Customer acknowledges that these matters are outside of Standard Support coverage. Unit4 reserves the right to charge at Unit4's Prevailing Rates, when providing assistance in relation to these matters.

### **2. Named Support Contacts and Customer Service Owner**

#### ***Required Named Support Contacts***

The Customer will appoint at least five (5) Named Support Contacts. The Named Support Contacts must be trained on the Unit4 Product and/or Unit4 Global Cloud Service for which they initiate Cases and will provide a first point of contact and will attempt to resolve issues identified by Customer's Users, qualifying all issues prior to raising them with Unit4 Customer Support to be logged as a Case. The Named Support Contacts are the primary point of contact with Unit4 Customer Support.

In addition, some Unit4 Products and/or Unit4 Global Cloud Services require at least two (2) Named Support Contacts for each major modular area, e.g. Financials, HR. By way of clarification, the same person may perform the role of Named Support Contact for more than one modular area, provided: (i) that they have completed the necessary training to perform the role on each modular area; and (ii) there is always at least two people trained as Named Support Contacts allocated to each modular area.

#### ***Additional Technical Contacts Required for Unit4 Global Cloud Services***

Further, in relation to the use of the Unit4 Global Cloud Service, Customer will appoint at least two (2) of the Named Support Contacts to also be technical contacts. These technical contacts shall provide the first point of contact and will attempt to resolve technical issues (or queries) identified by the Customer's Users.

Customer shall also appoint Customer Service Owner to be the key point of contact in relation to any time sensitive technical / service issues. It is Customer's responsibility to provide up to date contact details for the Customer Service Owner. Unit4 shall not be liable for any failure of the Products and/or Unit4 Global Cloud Service (as applicable) that results from a Customer's failure to appoint and provide the details of a Customer Service Owner.

#### ***Training Requirements for Named Support Contacts***

Where, in Unit4's reasonable opinion, a Named Support Contact requires additional training in order to satisfactorily perform their role in relation to the operation or support of the applicable Unit4 Product and/or Unit4 Global Cloud Service, a reasonable programme of additional education will be proposed by Unit4 to be undertaken at the expense of the Customer. The training courses may be online courses or face to face training provided by Unit4 staff at locations notified to the Customer by Unit4.

### **3. Self-Help Resources**

Unit4 provides the Customer with access to on-line resources made available via Unit4 Communities and/or the Unit4 Customer Portal, in each case in English.

### **4. Case Classification, Qualification, Response and Escalation**

#### **Logging Cases**

Cases shall be logged in English (unless otherwise agreed). Customer's Named Support Contacts are able to submit Cases on a 24x7 basis via Unit4 Communities, the Unit4 Customer Portal or email. In addition, Cases may be submitted by telephone (on the number provided by Unit4 to the Customer from time to time) during Business Hours. The Case must be logged as either an Incident or a Service Request.

Cases will be classified and handled as follows:

#### **4.1 Incidents**

An Incident will get routed to the appropriate resolution groups and Unit4 Customer Support will manage progress of the Incident towards a Resolution (in the form Unit4 deems most appropriate). Incidents will be classified in accordance with the Priority Level Designation Table.

**Fig. 1 (Priority Level Designation Table)**

Priority Level Designation	Business Impact Assessment	Initial Response Time Objective
Priority 1 – Critical	The Customer’s use of the Unit4 Product (in its production environment or the Cloud Production Environment) is stopped or so severely impacted that their entire organization cannot reasonably continue to work. For example, Customer’s organization experiences complete loss of service or the loss of operation is critical to their business and the situation becomes an emergency.	1 Business Hour.
Priority 2 – Major	One or several important business processes are disabled by the issue, causing major disruption, but it is not a Priority 1 condition.	2 Business Hours
Priority 3 – Normal	Business processes are affected by the issue, causing minor disruptions, or loss of functionality but it is not a Priority 2 condition.	8 Business Hours
Priority 4 – Minor	Business processes are basically unaffected by the issue, but it may cause minor application usability issues.	2 Business Days

**Unit4 Initial Response Time Objective**

Unit4 shall use reasonable endeavours to respond within the Initial Response Time Objective.

**Diagnosis of Incidents**

Customer shall reasonably self-diagnose each Incident and recommend a Priority Level Designation based on the business impact assessment shown in the Priority Level Designation Table. Unit4 shall confirm Customer's Priority Level Designation, or notify Customer of a change in the Priority Level Designation to a higher or lower level with justification. If the Customer does not agree with Unit4’s classification, each Party shall promptly escalate such conflict through the Support Escalation Process, during which time the Parties shall continue to handle the Incident in accordance with the Priority Level Designation given by Unit4.

**Diagnosis and Resolution (Process and Responsibilities)**

Unit4 will work during Business Hours to provide a Resolution.

Customer must be available during the investigation into any Incident. The Customer will need to be able to answer inquiries from Unit4 and to provide all relevant information. This may include providing detailed step-by-step problem description, screenshots as required to reproduce the Incident.

Where Customer’s Unit4 Product is delivered on premises, the Customer may be asked to provide remote access for troubleshooting purposes. In the event of an Incident, Unit4 will use its basic remote connection (i.e. screen sharing). Any other form of remote access will be outside of Standard Support.

If the relevant information or access is not made available within the agreed timescale, it may impact Unit4’s ability to diagnose the Incident and delay a Resolution. In this case, Unit4 reserves the right to re-schedule the diagnostic work, at its convenience, when suitable Customer resources become available. Customer is responsible for ensuring that it is permitted to share any relevant data or information with Unit4. The Customer will be able to review through the Unit4 Customer Portal: (i) whether the Initial Response Time Objective has been met and (ii) progress of logged Incidents.

Customers are obliged to test the solutions or workarounds provided by Unit4 and, if accepted by the Customer (acting reasonably), Customer will close the Incident.

**Application Error Correction Obligations**

Where it has been established that the cause of an Incident is an error in the application software code, the following procedures will be used to provide corrections:

- Priority 1 – a workaround or solution will be provided to the Customer as soon as reasonably possible. In the event that an appropriate workaround or solution is not possible, then a correction will be delivered via a Hot Fix, Update or Release (as applicable) as soon as reasonably possible.
- In the case of other errors, Unit4 will use reasonable endeavours to achieve the following:
  - Priority 2 – provide an accepted workaround or solution and provide a correction in a Hot Fix or the next Update if feasible to do so;

- Priority 3 – provide an accepted workaround or solution and evaluate the suitability of providing a correction in the next Update or Release and to do so if appropriate and feasible;
- Priority 4 – evaluate the suitability of providing a correction in the next Release and to do so if appropriate and feasible.

In the event that a Hot Fix, Update or Release is made available which contains corrections to errors that cannot otherwise be rectified in the Customer's current Update or Release, then the Customer will no longer receive Unit4 Customer Support in relation to such errors. Further, Unit4 may require the deployment of such Hot Fix, Update or Release before continuing the Resolution process.

#### **General Disclaimer**

Unit4 has no obligation to correct defects or errors relating to:

- failure of the Customer to utilise the appropriate versions of other third party software required to run in conjunction with the Unit4 Product and/or Unit4 Global Cloud Service as stated by Unit4 from time to time; or
- installation of, or Customisation to, the Unit4 Product by any person other than Unit4; or
- user error or incorrect use of the Unit4 Product and/or Unit4 Global Cloud Service (as applicable); or
- failure by Customer to apply any workaround or solution provided or suggested by Unit4; or
- any fault in any hardware or software manufactured by a third party used in conjunction with the Unit4 Product (that is not provided by Unit4); or
- (unless otherwise agreed) Customer's use of an unsupported Release; or
- defects or errors caused by the use of the Unit4 Product on or with equipment not recommended or approved in writing by Unit4.

#### **4.2 Service Requests**

Service Requests will have an initial response time of 2 Business Days after confirmation of receipt by Unit4 of the Service Request.

Customer will be able to choose Service Requests in the Customer Portal using the Service Request Catalogue or submit a free-form Service Request and (in each case) Customer must provide Unit4 with all the required information to allow Unit4 to process the Service Request.

For the avoidance of doubt, Unit4 is not under any obligation to deliver Service Requests.

#### **4.3 Cases Requiring Database Changes**

Where there is a need for, or Customer has requested, a data manipulation (expressed as a SQL script) in the then the following will apply. As all Customer Data is owned by the Customer, who is also responsible for its accuracy and integrity, Unit4 requires specific approval by the Customer to perform the necessary changes. Customer must provide consent prior to Unit4 taking any corrective action or applying any changes in the Customer's database. Unit4 will advise Customer of any steps that it needs to take and Customer must comply with such advice. Customer acknowledges and agrees that Unit4 is not responsible or liable, directly or indirectly, for any damage or loss (whether to the Customer Data or otherwise) caused or alleged to be caused by or in connection with Unit4 providing or performing any agreed changes in relation to any Customer database change or data manipulation request.

#### **5. Escalation and Complaint Management**

If there are any disagreements or issues relating specifically to Unit4 Customer Support, the Customer Service Owner may escalate the disagreement or issue through the Support Escalation Process.

If Customer has a complaint in relation to Unit4 Customer Support, the Unit4 Account Representative Function will verify the complaint and manage the process with Unit4's internal service functions and in communication with any applicable Unit4 suppliers or sub-contractors and the Customer.

#### **6. Supported Releases**

##### **Current and Previous Release (N and N-1)**

Unit4 always recommends that Customers use the latest Release. Customer Support is provided for the current (N) and previous (N-1) Release of the Unit4 Product, including where delivered through the Unit4 Global Cloud Service.

##### **End of Life Support (N-2)**

Where access to Unit4 Customer Support is (at Unit4's discretion) provided for a Release of the Unit4 Product not specified in the previous paragraph only access to on-line self-help resources (such as the Customer Portal and the Unit4 customer communities) will be provided. Further, Unit4 reserves the right to cease and "end of life" the provision of such Unit4 Customer Support by providing the Customer with six (6) months' notice. In such an event, Unit4 will advise on an appropriate upgrade and/or migration plan or may offer the Customer access to Extended Lifetime Support. Any resulting upgrade assessments or Project will be charged at Unit4's Prevailing Rates.

## **7. Availability of Improvements and Old Technology**

### ***Availability and Responsibility for Applying Improvements and Corrections***

Unit4 will from time to time provide improvements and corrections to the Unit4 Product and these will be incorporated into a Hot Fix, Update or Release. The Customer will receive Hot Fixes, Updates and Releases free of charge assuming that all applicable fees have been paid to Unit4.

For on premises Customers, it is the Customer's responsibility to implement or apply new Hot Fixes or Updates as soon as reasonably practical. Where Unit4 specifies that an Update is "mandatory", then Unit4 will not be obliged to provide a Resolution until Customer has implemented or applied the mandatory Update. For Unit4 Global Cloud Services Customers, Unit4 will implement all Hot Fixes and Updates automatically.

In the event that the Customer requires any Professional Services to assist with implementation of a Hotfix, Update or Release, then Unit4 may charge for this time at its Prevailing Rates.

### ***Old Technology***

The Customer acknowledges that owing to changes and advances in technology, new Releases of the Unit4 Product may in the future not always be compatible with any of the On Premises Environments present at the date of first installation of the applicable Unit4 Product. Unit4 will endeavour to provide the Customer with as much advance notice as it reasonably can, should Unit4 be aware that new Releases of the Unit4 Product require changes to an On Premises Environment. It is the Customer's responsibility to upgrade the On Premises Environments, as advised by Unit4 with reasonable notice, in order to meet the requirements of new Releases. Unit4 reserves the right with not less than 12 months' notice to withdraw Unit4 Customer Support for new Releases of the Unit4 Product for certain database systems or operating systems used by the Customer which, in Unit4's reasonable opinion, are no longer in wide commercial use.

## **8. Significant Product Revisions**

Unit4 reserves the right to charge a reasonable fee for any Significant Revision. In order for a revision to the Unit4 Product to be classified as a Significant Revision, Unit4 needs to be able to demonstrate that it is the result of substantial re-development. Purchasing a Significant Revision is optional with the previous revision remaining under Standard Support.

## **9. Customisations**

Unless otherwise agreed with the Customer, Customisations are not supported by Unit4. The customer has sole responsibility for the Customisations and their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation or bespoke code written by Unit4). If any assistance is required in regard to Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customisation, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's then applicable prevailing rates.

**SECTION B – TIERED SUPPORT PACKAGES**

**Support as described in SECTION A is classified as a Standard Support Package. Customer can subscribe to additional Support Packages as described in Fig.2 (below).**

**Fig.2**

No.	Support Entitlement	Support Package			
		Enhanced Support (On premises)	Enhanced Support (Global Cloud)	Premium Support (On premises)	Premium Support (Global Cloud)
i.	Enhanced Case support	✓	✓	✗	✗
ii.	24/7 x 365 Case support	✓	✓	✓	✓
iii.	Premium Case support	✗	✗	✓	✓
iv.	Escalation Support and Complaint Management	✓	✓	✓	✓
v.	Best Practice and Advisory Support	✓	✓	✓	✓
vi.	Annual Quality Review	✗	✓	✓	✗
vii.	Application Value Check	✓	✓	✓	✓
viii.	Standby Support	✗	✗	✓	✓
ix.	Assigned Support Team	✗	✗	✓	✓
x.	Functional Application Review	✗	✗	✗	✓
xi.	System Health Advisory	✗	✗	✓	✗
xii.	Release Support	✗	✗	✗	✓
xiii.	Extended Advisory Support	✗	✗	✗	✓
xiv.	Quarterly Service Review	✗	✗	✗	✓

**i. Enhanced Case support**

Description:	A better response time for handling Service Requests only and a target resolution objective for P1 and P2 Incidents.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• To target a response to Service Requests within 1 Business Day</li> <li>• Unit4 will use reasonable endeavours to provide a Resolution:                             <ul style="list-style-type: none"> <li>○ for a P1 Incident, within 4 hours following initial response to the Incident; and</li> <li>○ for a P2 Incident, within 8 hours following initial response to the Incident.</li> </ul> </li> </ul>
Assumptions:	Incidents will be responded to according the Priority Designation Table (Fig.1).
Customer Obligations:	Supplying all necessary information requested by Unit4 in a timely fashion.

**ii. 24/7 Case support**

Description:	24 hours by 7 days a week support response for Priority 1 Incidents (as classified in the Priority Designation Table (Fig. 1.)).
Unit4 Obligations:	To target an Initial Response Time Objective of 1 hour.
Assumptions:	-
Customer Obligations:	Supplying all necessary information required by Unit4.

**iii. Premium Case support**

Description:	A high priority response time for handling Service Requests and Incidents and a target resolution objective for P1 and P2 Incidents.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Preferential or priority treatment above Standard and Enhanced Support customers for Incidents and Service Requests.</li> <li>• To target an initial response to Service Requests within 2 Business Hours.</li> <li>• Unit4 will use reasonable endeavours to provide a Resolution:                             <ul style="list-style-type: none"> <li>○ for a P1 Incident, within 4 hours following initial response to the Incident; and</li> <li>○ for a P2 Incident, within 8 hours following initial response to the Incident</li> </ul> </li> </ul>
Assumptions:	Incidents will be responded to according the Priority Designation Table (Fig.1).  Preferential or priority treatment is provided on a best effort basis.
Customer Obligations:	Supplying all necessary information requested by Unit4 in a timely fashion.

**iv. Escalation Support and Complaint Management**

Description:	Resolution of Customer escalation and complaints driven by Unit4 Account Representative Function
Unit4 Obligations:	<p>When a Customer escalates a Case and requests a formal resolution, the Support Escalation Process for Incidents and Service Requests will own and drive the escalation.</p> <p>When a Customer makes a complaint in respect of the services provided by Unit4, the Unit4 Account Representative Function will be complaint owner and drive the resolution. The Unit4 Account Representative Function will:</p> <ul style="list-style-type: none"> <li>• verify the complaint; and</li> <li>• allocate it to the right entity to resolve the complaint; and</li> <li>• will manage the resolution process both within Unit4 and with the Customer as a single point of contact.</li> </ul>
Assumptions:	-
Customer Obligations:	Supplies a clear description of the complaint or escalation and make all supportive materials available to the Support Escalation Process or the Unit4 Account Representative Function.



**v. Best Practice and Advisory Support**

Description:	Additional support through providing context, explaining and discussing what generally available materials are available to Customer to help build its knowledge and increase product/service adoption
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Explaining/discussing what is generally available such as training material, white papers, and knowledge database materials on: infrastructure and service integration; application functionality; security practices; and additional training.</li> <li>• Advice is limited to the providing context for the available content included as part of the Unit4 Product and/or Unit4 Global Cloud Service.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• This excludes the development or creation of any new content in relation to the Unit4 Product and/or Unit4 Global Cloud Service, which would be considered as consultancy or professional services, which can be provided by Unit4 on demand.</li> <li>• This also excludes:                             <ul style="list-style-type: none"> <li>○ Business continuity (ITSCM);</li> <li>○ Service capacity management; and</li> <li>○ Audit support.</li> </ul> </li> </ul>
Customer Obligations:	-

**vi. Annual Quality Review**

Description:	An annual review to consider and build on service quality (continuously maintaining and improving service quality).
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Review of Unit4 contractual KPIs;</li> <li>• Review of SLA KPIs and production of Service Quality Report (produced prior to review meeting);</li> <li>• Discuss service experience (subjective).</li> <li>• Identification of additional required training.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• This is a remote review session;</li> <li>• Business Hours and in English only, and not available in local language.</li> </ul>
Customer Obligations:	Requires the customer to participate within the review session.

**vii. Application Value Check**

Description:	An annual assessment to reflect the designed and forecasted outcomes (for example those defined in the customer business case) that the Unit4 Product and/or Global Cloud Service would provide to the Customer
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• As part of a business review or Quality Review (as applicable) defined the business area covered by the Unit4 Product or Unit4 Global Cloud Service, where both Parties see potential for optimisation (such as process efficiency gains, resource optimisation or reducing overheads in interaction).</li> <li>• Discuss the identified business area and review the current status versus the potential outcome obtained by utilizing the Unit4 Product and/or Global Cloud Service (between Customer and Unit4 Account Representative Function) at the review.</li> <li>• If the result of the Application Value Check (review) identifies use cases (up to a maximum of three (3) per annum) from which additional value could be derived, the Customer and the Account Representative Function will manage the development of the use cases via success milestones until the potential value outcome is achieved, Unit4 could, if purchased by Customer, provide optional activities such as additional consultancy or training that would help to realise that value.</li> <li>• Use the outcome of the assessment to continuously develop the value that the Unit4 Product and/or Global Cloud Service provide to the Customer.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• Commences during the annual quality review for Unit4 Global Cloud Services (see Section B, para vi).</li> <li>• Business Hours and in English only, and not available in local language.</li> <li>• There is no obligation on Unit4 to deliver a business outcome or solution as defined in the use case, but Unit4 will use its reasonable endeavours to assist Customers.</li> </ul>
Customer Obligations:	Requires the customer to participate within the review session and provide necessary materials.

**viii. Standby Support (Single Event)**

Description:	Unit4 service engineers on standby to support during a Customer event (like migration, data loading etc.)
Unit4 Obligations:	<ul style="list-style-type: none"> <li>On request by Customer make available Unit4 service engineers for one 8-hour period (“Event”)</li> <li>During the Event, provide a response to a request for assistance (“Call-Off”) with an appropriate action;</li> <li>Deliver the action within agreed timescales.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>Standby support is performed on a best efforts basis, during Business Hours and in English only.</li> <li>One event is included per support year (i.e. one year from renewal date)</li> <li>An Event is 8 hours and cannot be split into 2 smaller events or rolled over into another support year.</li> <li>Responding to the Call-Off and providing any action or assistance will be charged at Unit4’s prevailing rates.</li> <li>Additional standby support can be ordered per 8-hour unit (see Section C), and is English only.</li> <li>application changes (i.e. bug fixes, error correction and configuration changes) are excluded from standby support.</li> </ul>
Customer Obligations:	Customer shall log request for standby support, by logging a Service Request using Unit4 Customer Portal. Unit4 will require at least one (1) Business Day in advance, following acknowledgement of the Service Request (target response time for Service Requests), to provision the service engineer for the Event.

**ix. Assigned Support Team**

Description:	An Assigned Support Team is allocated to the Customer.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>an Assigned Support Team will be the primary point of contact for the Customer on all Cases.</li> <li>the Assigned Support Team has a basic understanding of the particular Customer’s organisation and systems.</li> <li>The Unit4 Account Representative Function is ultimately responsible for the quality and the performance of the assigned support team to the Customer</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>The assigned support team has a basic understanding of the Customer environment. Understanding is based on the available materials and documentation of the customer installation. Knowledge of Customisation (clause 10 of Section A) is excluded from the scope.</li> <li>Business Hours and in English only, and not available in local language.</li> </ul>
Customer Obligations:	As per request of the Assigned Support Team, Customer shall make all the materials and documentation available.

**x. Functional Application Review**

Description:	Service that on a regular basis identify functional application data inconsistency in Unit4 Products
Unit4 Obligations:	<ul style="list-style-type: none"> <li>Twice every month a Unit4 consultant will carry out a review session to identify inconsistency in the functional and application data.</li> <li>As an example, the following can be reviewed: <ul style="list-style-type: none"> <li>list of open purchase orders older than X (e.g. 6 months);</li> <li>list of open requisitions older than X;</li> <li>direct reports without line managers;</li> <li>users not linked to resource ID;</li> <li>tasks without owners; and</li> <li>errors in tables.</li> </ul> </li> <li>Produce a report with data points and system tables which require an update to allow improvement of operations in the system.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>Within Business Hours and in English only, and not available in local language</li> <li>This is not a financial audit.</li> </ul>
Customer Obligations:	If required provide access to the application

**xi. System Health Advisory**

Description:	Unit4 will run a session of system health check, where during this session a consultant will review and report on the customer systems and environment.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Review the Customer systems and environment and report on:                             <ul style="list-style-type: none"> <li>○ Customer system's performance based on a pre-defined list of tests.;</li> <li>○ Network and server configuration, focusing on performance; and</li> <li>○ Identification and analysis of transactions with errors and warnings.</li> </ul> </li> <li>• Unit4 will provide a report of the review and submit recommendations to the customer.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• Unit4 has been provided remote access to the environment and systems that requires the system health check.</li> <li>• This service is a semi-annual service and within Business Hours and in English only, and not available in local language.</li> <li>• This service is restricted to the production environments, and excludes the non-production environments such as preview, testing, quality, development and acceptance or similar.</li> <li>• Following the monitoring session, some of the activities may result in a recommendation to involve Unit4 Professional Services specialists for providing the necessary steps to improve or resolve system issues</li> <li>• Unit4 is not responsible for the Customer's business systems and corresponding environments, so any changes to those elements are customer responsibilities.</li> </ul>
Customer Obligations:	<ul style="list-style-type: none"> <li>• Customer is responsible for their own business systems and corresponding environments and any changes to those are a customer responsibility.</li> <li>• Customer must facilitate remote access to the relevant Customer systems and relevant environment (in compliance with Unit4's remote access guidance).</li> </ul>

**xii. Release Support**

Description:	Guidance on Unit4 release schedules.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• give guidance to the Customer in relation to Release schedules. This is limited to explaining and discussing, Unit4 will recommend best practices, release notes and schedules to the Customer. This includes providing recommendations on the Customer's upgrade planning.</li> <li>• Act as an intermediary between the Customer and Unit4's operation teams.</li> <li>• remotely check for issues with the Customer following Release upgrade.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• Excludes management of the Release upgrade, this is covered within upgrade-on-demand.</li> <li>• Excludes any project management activities.</li> </ul>
Customer Obligations:	Customer must submit a Service Request to defer a Release in Unit4 SaaS or participate in a Release upgrade in Unit4 Managed Cloud (as applicable).

**xiii. Extended Advisory Support**

Description:	This is best practice and advisory support in Section B paragraph (v), but including certain additional items (excluded under paragraph (v)).
Unit4 Obligations:	<ul style="list-style-type: none"> <li>Explaining/discussing what is generally available such as training material, white papers, and knowledge database materials on: business continuity (ITSCM), service capacity management and audit support.</li> <li>Discuss and liaise about compliance to the different Unit4 certifications (SoC1, SoC2, ISO2700x, etc.).</li> </ul> <p>Where such programs are agreed with the Customer, discussing setup and planning of customer initiated audit programs.</p>
Assumptions:	<ul style="list-style-type: none"> <li>This excludes the development or creation of any new content in relation to the Unit4 Product and/or Unit4 Global Cloud Service, which would be considered as consultancy or professional services, which can be provided by Unit4 on demand.</li> <li>Any cost relating to the management of Customer initiated audits is billable.</li> <li>Advice is limited to the providing context for the available content included as part of the Unit4 Product and/or Unit4 Global Cloud Service.</li> <li>Limited to explaining/discussing, that is generally available such as training material, white papers, knowledge database materials and Unit4 audit reports.</li> <li>Business Hours and in English only, and not available in local language.</li> </ul>
Customer Obligations:	-

**xiv. Quarterly Service Quality Review**

Description:	A quarterly review to consider and build on service quality (continuously maintaining and improving service quality).
Unit4 Obligations:	<ul style="list-style-type: none"> <li>Review of Unit4 contractual KPIs;</li> <li>Review of SLA KPIs and production of Service Quality Report (produced prior to review meeting);</li> <li>Identification of additional required training.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>Business Hours and in English only, and not available in local language.</li> <li>This activity is remote with one (1) on-premises on an annual basis.</li> </ul>
Customer Obligations:	-

**SECTION C – OPTIONAL ADD-ON SERVICES TO THE SUPPORT PACKAGES**

*The table below sets out which additional services are available to Customers on the various support tiers. Please speak to the Unit4 Account Representative Function if you want to take advantage of these additional options. Customer can subscribe to additional support options as described in Fig.3 (below).*

**Fig.3**

No.	Additional Support Option	Available to Standard Support (On Premises)	Available to Standard Support (Global Cloud)	Available to Enhanced Support (On Premises)	Available to Enhanced Support (Global Cloud)	Available to Premium Support (On Premises)	Available to Premium Support (Global Cloud)
i.	Standby Support	✓	✓	✓	✓	✓	✓
ii.	Cloud Readiness Assessment	✓	✗	✓	✗	✓	✗
iii.	Upgrade Assessment	✓	✓	✓	✓	✓	✓
iv.	Training	✓	✓	✓	✓	✓	✓
v.	Consultancy on demand	✓	✓	✓	✓	✓	✓
vi.	Upgrade/Migration on demand	✓	✓	✓	✓	✓	✓
vii.	Service Design Review	✓	✓	✓	✓	✓	✓
viii.	Product and Service User Administration	✗	✗	✓	✓	✓	✓
ix.	Special Remote Access	✗	✗	✗	✗	✓	✗
x.	Local Language Support	✓	✓	✓	✓	✓	✓
xi.	Local Customer Support	✗	✗	✗	✗	✓	✓
xii.	Monthly Service Review	✗	✗	✗	✗	✓	✓
xiii.	Functional Application Review	✗	✗	✗	✓	✓	✗
xiv.	System Health Advisory	✗	✗	✓	✗	✗	✗

**i. Standby Support**

Description:	Unit4 service engineers on standby to support a Customer event (like migration, data loading etc.)
Unit4 Obligations:	<ul style="list-style-type: none"> <li>On request by Customer provide Unit4 service engineers for one 8-hour period (“Event”)</li> <li>During the Event, provide a response to a request for assistance (“Call-Off”) with an appropriate action;</li> <li>Deliver the action within agreed timescales.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>Standby Support is performed on a best efforts basis, during Business Hours and in English only.</li> <li>One event is included per support year (i.e. one year from renewal date)</li> <li>An Event is 8 hours and cannot be split into 2 smaller events or rolled over into another support year.</li> <li>Responding to the Call-Off and providing any action or assistance will be charged at Unit4’s prevailing rates for Professional Services.</li> <li>Additional Standby Support can be ordered per 8-hour unit.</li> <li>application changes (i.e. bug fixes, error correction and configuration changes) are excluded from Standby Support.</li> </ul>
Customer Obligations:	Customer shall log request for standby support, by logging a Service Request using Unit4 Communities and/or Unit4 Customer Portal at least [X-hours] in advance and agreeing the Event window with Unit4.

**ii. Cloud Readiness Assessment**

Description:	Provide an assessment, which considers whether the Customer’s current installation of Unit4’s Product or Unit4 Global Cloud Service is capable and ready to be moved to a new or different Unit4 Global Cloud Service.
Unit4 Obligations:	Produce a report describing whether the Customer is ready to move their current Unit4 Product (or Unit4 Global Cloud Service) environment (including existing software configuration and Customisation) into a new or different Unit4 Global Cloud Service, including a checklist of elements with requirements necessary in order to make the move to Unit4 Global Cloud Services.
Assumptions:	<ul style="list-style-type: none"> <li>Available for on premises or from Managed cloud to SaaS.</li> <li>Service provided exclusively in English language.</li> <li>Remote delivery based in GMT/CET timezone.</li> <li>Any request out-of-the-previous described time zones is chargeable separately.</li> <li>Excludes actual migration which is subject to a separate and specific statement of work and quotation (see Upgrade on Demand).</li> </ul>
Customer Obligations:	<ul style="list-style-type: none"> <li>Customer is required to fill an online form.</li> <li>Customer is required to run an assessment toll on the business server.</li> <li>Customer is required to have a technical IT system point of contact.</li> </ul>

**iii. Upgrade Assessment**

Description:	Provide an assessment, which considers whether the Customer’s current Release of a Unit4 Product is suitable for an upgrade to a newer Release.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Process: Remote assessment of customer’s usage of the current Release.</li> <li>• An impact analysis report with the results of the assessment and survey outputs, identifying non-standard procedures, new functionalities, and recommendations and details on how the Upgrade will impact the Customer’s current implementation.</li> <li>• A draft statement of work (including estimate) for the future upgrade project.</li> </ul>
Assumptions:	<p>The actual upgrade project (i.e. finalising and then implementing the draft statement of work) are a separate (chargeable) project and shall be subject to a final statement of work and work order or quotation.</p> <p>Assessment is provided in English only.</p> <p>Remote delivery in GMT/CET time zone.</p>
Customer Obligations:	<ul style="list-style-type: none"> <li>• Customer is required to fill in an online form.</li> <li>• Customer is required to run an assessment tool on the business server.</li> <li>• Customer is required to have a technical IT system point of contact.</li> </ul>

**iv. Training**

Description:	<p>Provision of standardized interactive training session for products and functional usage.</p> <p>They are interactive and instructor-led by an Unit4 certified professional trainer.</p>
Unit4 Obligations:	<p>Provide a time-slot for online engagement where Unit4 is training customer representatives remotely.</p> <p>Provide access (through Unit4 Communities) to the available training programs and training materials for customers.</p>
Assumptions:	<ul style="list-style-type: none"> <li>• This excludes any non-standard product training.</li> <li>• Service provided exclusively in English language.</li> <li>• Remote or onsite delivery in GMT/CET time zone.</li> <li>• Maximum virtual classroom of 10 users.</li> <li>• On-site expenses charged separately.</li> </ul>
Customer Obligations:	Facilitate access to the Customer representative to the virtual classroom.

**v. Consultancy On Demand**

Description:	Unit4 Professional Services (consultancy) on demand (remote access).
Unit4 Obligations:	<p>Provide access to packs of units (1 unit being 4 hours) of Unit4 Professional Services, with which the Customer can request for:</p> <ul style="list-style-type: none"> <li>• Configuration;</li> <li>• Customisation (ACT);</li> <li>• Data migration;</li> <li>• General technical services;</li> </ul> <p>The Customer will place a Service Request with Unit4. Unit4 will perform an assessment of the estimation of work the Customer is requesting, and propose the amount of units to be ordered.</p>
Assumptions:	<ul style="list-style-type: none"> <li>• Service Requests to be submitted exclusively through Customer Portal.</li> <li>• Service provided in English language.</li> <li>• Remote delivery in GMT/CET time zone.</li> <li>• Any request to be delivered out-of-the-previous described time zones is chargeable separately.</li> <li>• Ad-hoc Professional Services within a Project (pre go-live) has to be managed within the Project scope and by a Unit4 project manager, not through Customer Portal.</li> </ul>
Customer Obligations:	<ul style="list-style-type: none"> <li>• Customer to grant access to the system may be required.</li> </ul>

**vi. Upgrade on Demand**

Description:	Upgrade of Release on demand or migration on demand (remote activity).
Unit4 Obligations:	<p>Provide access to packs of units (1 unit being 8 hours) of Unit4 Professional Services, with which the Customer can request for:</p> <ul style="list-style-type: none"> <li>Standardised way of upgrading or migrating the application.</li> <li>Provide Customised run-script for the upgrade.</li> <li>An upgraded deliverable.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>Scope will need to be defined with a statement of work.</li> <li>Follow-up of cloud readiness assessment, upgrade assessment or release support.</li> <li>Service Requests to be submitted exclusively through Customer Portal.</li> <li>Service provided in English language.</li> <li>Remote delivery in GMT/CET time zone.</li> <li>Any request to be delivered out-of-the-previous described time zones or at customer location is chargeable separately.</li> <li>Ad-hoc Professional Services within a Project (pre go-live) has to be managed within the Project scope and by a Unit4 project manager, not through Customer Portal.</li> <li>For Unit4 Global Cloud Services, upgrades of Releases are included in the Unit4 Product following a general run-script (not customized).</li> </ul>
Customer Obligations:	<ul style="list-style-type: none"> <li>Customer to grant access to the system may be required.</li> <li>Customer will need to provide all required information in respect to Customisations and any other information required.</li> </ul>

**vii. Service Design Review**

Description:	A review to optimize service usage across multiple environments and/or Unit4 Products
Unit4 Obligations:	<ul style="list-style-type: none"> <li>Provide remote workshop.</li> <li>Perform a review of service usage across multiple environments and/or Unit4 Product (e.g. update the environment variables to the latest standards, performance, security, etc.).</li> <li>Produce a report covering high level service requirements, a high level solution overview and recommendations for improvements.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>Scope will need to be defined with a statement of work.</li> <li>Service provided exclusively in English language.</li> <li>Remote or onsite delivery in GMT/CET timezone.</li> <li>Any request out of the previous described time zones is chargeable separately.</li> <li>Remote access to the system may be required.</li> <li>Customer is required to have a technical IT system point of contact.</li> <li>On-site expenses charged separately.</li> </ul>
Customer Obligations:	Facilitate access to the Customer representative to the session.

**viii. Product and Service User Administration**

Description:	Unit4 will manage user administration (starters-leavers-movers) in Unit4 applications such as Business World.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>Once subscribed to the service Unit4 will carry out end user administration tasks (e.g. creation, modification or deletion) within the Unit4 application.</li> <li>Unit4 will process requests with a Unit4 Customer Support specialist.</li> <li>Unit4 will produce a report (monthly) with an overview of registered users with permissions and an overview of active users logged-on during the past 60 days delivered to a designated Customer employee to review.</li> </ul>
Assumptions:	Delivery in English language.
Customer Obligations:	Customer will submit Service Requests for user creation, modification or deletion to Unit4.



**ix. Special Remote Access**

Description:	Handle a request for special requirement(s) in relation to remote access (outside of Unit4 standard policies for basic team viewer/screen sharing)
Unit4 Obligations:	Unit4 will allow specific access to meet the special requirements.
Assumptions:	<ul style="list-style-type: none"> <li>• Availability of this service determined (at Unit4's discretion) based on technical availability and feasibility study carried out via consultancy on demand (at cost).</li> <li>• Special Remote Access will cover explicitly:                             <ul style="list-style-type: none"> <li>○ Site to Site VPN tunnels</li> <li>○ Site to Point VPN tunnels</li> <li>○ All VPNs not listed in Unit4 standards.</li> </ul> </li> </ul>
Customer Obligations:	Provide all necessary technical requirements.

**x. Local Language Support**

Description:	Support in local languages																																																								
Unit4 Obligations:	Provide level 1 (standard support Case triage and assessment) Case support in a local language.																																																								
Assumptions:	<p>The following languages are available:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Languages</th> <th>Business World</th> <th>Prevero</th> <th>U4SM</th> <th>T&amp;E</th> <th>PSA</th> <th>U4F</th> </tr> </thead> <tbody> <tr><td>German</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> <tr><td>Dutch</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> <tr><td>French</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> <tr><td>Spanish</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> <tr><td>Swedish</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> <tr><td>Portuguese</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> <tr><td>Norwegian</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> </tbody> </table> <p>Local language support is offered globally or in combination with local customer support (see Section C, paragraph (xi)) during local Unit4 Business hours.</p> <p>Support escalation can only be in English.</p>	Languages	Business World	Prevero	U4SM	T&E	PSA	U4F	German	X	X	X	X	X	X	Dutch	X	X	X	X	X	X	French	X	X	X	X	X	X	Spanish	X	X	X	X	X	X	Swedish	X	X	X	X	X	X	Portuguese	X	X	X	X	X	X	Norwegian	X	X	X	X	X	X
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French	X	X	X	X	X	X																																																			
Spanish	X	X	X	X	X	X																																																			
Swedish	X	X	X	X	X	X																																																			
Portuguese	X	X	X	X	X	X																																																			
Norwegian	X	X	X	X	X	X																																																			
Customer Obligations:	Customer peers must be able to communicate in the same local language.																																																								

**xi. Local Customer Support**

Description:	Support (delivered) from local jurisdictions																																																	
Unit4 Obligations:	Provide level 1 (basic support Case triage and assessment) Case support on a per region basis.																																																	
Assumptions:	<p>Support is available in the following regions for the following solutions:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Region</th> <th>Business World</th> <th>Prevero</th> <th>U4SM</th> <th>T&amp;E</th> <th>PSA</th> <th>U4F</th> </tr> </thead> <tbody> <tr><td>United Kingdom</td><td>X</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Nordics</td><td>X</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>North America</td><td>X</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Poland</td><td>X</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>France</td><td>X</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Germany</td><td></td><td>X</td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>Local Customer support can only be delivered on the business hours in the respective region on 8/5-hour basis.</p>	Region	Business World	Prevero	U4SM	T&E	PSA	U4F	United Kingdom	X						Nordics	X						North America	X						Poland	X						France	X						Germany		X				
Region	Business World	Prevero	U4SM	T&E	PSA	U4F																																												
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France	X																																																	
Germany		X																																																
Customer Obligations:	-																																																	

**xii. Monthly Service Quality Review**

Description:	A monthly review to consider and build on service quality (continuously maintaining and improving service quality).
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Review of Unit4 KPIs;</li> <li>• Review of SLA KPIs and production of Service Quality Report (produced prior to review meeting);</li> <li>• Identification of additional required training.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• Business Hours and in English only, and not available in local language.</li> <li>• This activity is remote with four (4) on-premises meetings on an annual basis.</li> </ul>
Customer Obligations:	-

**xiii. Functional Application Review**

Description:	Service that on a regular basis identify functional application data inconsistency in Unit4 Products
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Twice every month a Unit4 consultant will carry out a review session to identify inconsistency in the functional and application data.</li> <li>• As an example, the following can be reviewed: <ul style="list-style-type: none"> <li>○ list of open purchase orders older than X (e.g. 6 months);</li> <li>○ list of open requisitions older than X;</li> <li>○ direct reports without line managers;</li> <li>○ users not linked to resource ID;</li> <li>○ tasks without owners; and</li> <li>○ errors in tables.</li> </ul> </li> <li>• Produce a report with data points and system tables which require an update to allow improvement of operations in the system.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• Within Business Hours and in English only, and not available in local language</li> <li>• This is not a financial audit.</li> </ul>
Customer Obligations:	If required provide access to the application

**xiv. System Health Advisory**

Description:	Unit4 will run a session of system health check, where during this session a consultant will review and report on the customer systems and environment.
Unit4 Obligations:	<ul style="list-style-type: none"> <li>• Review the Customer systems and environment and report on: <ul style="list-style-type: none"> <li>○ Customer system's performance based on a pre-defined list of tests.;</li> <li>○ Network and server configuration, focusing on performance; and</li> <li>○ Identification and analysis of transactions with errors and warnings.</li> </ul> </li> <li>• Unit4 will provide a report of the review and submit recommendations to the customer.</li> </ul>
Assumptions:	<ul style="list-style-type: none"> <li>• Unit4 has been provided remote access to the environment and systems that requires the system health check.</li> <li>• This service is a semi-annual service and within Business Hours and in English only, and not available in local language.</li> <li>• This service is restricted to the production environments, and excludes the non-production environments such as preview, testing, quality, development and acceptance or similar.</li> <li>• Following the monitoring session, some of the activities may result in a recommendation to involve Unit4 Professional Services specialists for providing the necessary steps to improve or resolve system issues</li> <li>• Unit4 is not responsible for the Customer's business systems and corresponding environments, so any changes to those elements are customer responsibilities.</li> </ul>
Customer Obligations:	<ul style="list-style-type: none"> <li>• Customer is responsible for their own business systems and corresponding environments and any changes to those are a customer responsibility.</li> <li>• Customer must facilitate remote access to the relevant Customer systems and relevant environment (in compliance with Unit4's remote access guidance).</li> </ul>

**SECTION D - EXTENDED LIFETIME SUPPORT TERMS**

Where Unit4 agrees with a Customer to provide Extended Lifetime Support (being Unit4 Customer Support for an unsupported Release ( $N \leq -2$ ) of the Unit4 Product), then the Customer shall be entitled to Standard Support in accordance with Section A of the Unit4 Support Terms in relation to Customer's current release until their next Renewal Date at which point the Extended Lifetime Support will terminate unless the parties jointly agree to renew such Extended Lifetime Support.