

1. APPLICABLE TERMS

1.1 Access to Success Catalog and Success Points

Success Points Packages are only available to Customers with an existing subscription for Success4U Professional.

1.2 Availability of Success Points

1.2.1 Success Points can only be redeemed by Customer for Success Services in the Success Catalog. Success Points have no monetary value and may not be redeemed for cash or credit. Success Points cannot be sold, transferred or used in any other way than as permitted in these Service Terms.

1.2.2 Success Point Packages are an annual allocation of Success Points which are available to be redeemed by Customer in each subscription year of the Agreement (calculated as each consecutive twelve (12) month period during the Term commencing on the Subscription Start Date of Success4U Professional).

1.2.3 Success Points which have not been redeemed by Customer in accordance with clause 1.4.1 on the annual anniversary of the Subscription Start Date of Success4U Professional will expire and can no longer be redeemed or be brought forward pursuant to clause 1.2.4.

1.2.4 During the Minimum Term of a Success Points Package subscription, Customer may bring forward up to 30% (thirty percent) of Success Points which relate to a future subscription year¹. To bring forward Success Points Customer must raise a request with its Customer Success Manager. Any Success Points brought forward by Customer in accordance with this clause 0 and not redeemed by Customer on the next annual anniversary of the Customer's existing Success4U Professional Subscription Start Date will expire and can no longer be redeemed.

1.3 Success Points Owner

1.3.1 Customer must allocate 1 (one) Success Points Owner. Only a Success Points Owner is permitted to redeem Success Points and schedule related Success Services.

1.3.2 To change a Success Points Owner, Customer shall submit a written request to its Customer Success Manager.

1.4 Redemption of Success Points

1.4.1 To redeem Success Points for Success Services, the Success Points Owner shall contact their Customer Success Manager. Once Success Points have been redeemed for specific Success Services, the Customer Success Manager will record the redemption on a Unit4 database and email a record of the redemption to the Success Points Owner. Customer's Success Points balance is available on request from its Customer Success Manager.

1.4.2 Once Success Points are redeemed for specific Success Services in accordance with clause 1.4.1, Customer cannot redeem those Success Points for other Success Services.

1.4.3 Success Services will commence and continue for such period as agreed between the Success Points Owner and the Customer Success Manager.

1.4.4 Unless otherwise agreed by Unit4, Customer must schedule the Success Services with Unit4 to enable Unit4 to start delivery of the applicable Success Services within three (3) months of the date that the Success Points were redeemed in accordance with clause 1.4.1.

1.4.5 If Customer does not schedule such Success Services or Unit4 has not started to deliver such Success Services in accordance with clause 1.4.3 (and this is not directly attributable to Unit4's actions or failure to act), the relevant Success Points will expire and cannot be redeemed for other Success Services or be brought forward pursuant to clause 1.2.4.

1.4.6 Unit4 reserves the right to update its Rate Card at any time. When Success Points are redeemed for Success Services in accordance with clause 1.4.1, the Rate Card in effect at the time of redemption will apply to those Services. For any subsequent redemption of Success Points, the Rate Card in effect at the time of that redemption will apply.

2. DEFINITIONS

Capitalized terms used in these Service Terms but not defined in these Service Terms shall have the meaning given to such terms in Unit4's General Terms of Business and Service Terms – Success Services.

Word or phrase	Meaning
Customer Success Manager	Unit4 representative who will work with the Success Points Owner to allocate and redeem Success Points.
Rate Card	a document which states the number of Success Points which are required to be redeemed for each Success Service.
Success4U Professional	a subscription service, as further described at: www.unit4.com/terms .
Success Catalog	a collection of Success Services, available at www.unit4.com/about-us/services/success4u/success-catalogs .
Success Points	pre-paid credits that can redeemed in exchange for Success Services.
Success Points Packages	bundles of Success Points, provided on a recurring subscription basis.
Success Points Owner	Customer representative who is responsible for purchasing and managing Customer's allocation and redemption of Success Points, as well as scheduling any Success Services which are redeemed using Success Points.

¹ For example, if Customer has a Minimum Term of three (3) years commencing on 1 January 2026 and an annual allocation of 100 Success Points, it can redeem up to 30 Success Points in the first subscriptions year (1 January 2026 to 31 December 2026) so

that it redeems a maximum of 130 Success Points in that first year. In the second subscription year (1 January 2027 to 31 December 2027), 70 Success Points will be available for redemption by Customer.