![i-Sprint logo — Trust without Boundaries]

Global Software Maintenance and Support Services (GSS)
for
i-Sprint Products

Version 11.3

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1. Overview

This "Global Software Maintenance and Support Services" ("GSS") document defines the scope of maintenance and support services ("Maintenance Services") agreed between i-Sprint Innovations Pte Ltd or its group companies ("i-Sprint") and Customer for i-Sprint's software product and solution offerings, namely, "AccessMatrix", "AccessReal", and "YESsafe".

This document does not apply to third-party hardware and software products such as HSMs and Tokens.

The Maintenance Services contract is initiated at the point of activation of i-Sprint's software product license key and is renewable before expiry on annual basis subject to terms and conditions at the time.

The GSS and i-Sprint's End-User Software License Agreement ("EULA") both form an integral part of the applicable agreements between i-Sprint and Customer.

1.1 Software Maintenance and Support

Maintenance Services is offered with i-Sprint's software products. Customer may purchase one of the Maintenance Services plans described in the following sub-sections. Maintenance Services subscription ensures the immediate availability of any changes to cover software and lower costs of software upgrades. If a sale is direct from i-Sprint to the Customer, i-Sprint will provide the support to Customer's appointed knowledgeable administrators. If the sale goes through a channel partner, i-Sprint will provide support to the channel partner.

1.1.1 Relationship with Customer's Own Help Desk Support

The Customer's helpdesk is responsible for providing Level-1 support within its organization. When Customer purchases Maintenance Services through i-Sprint's channel partner, the channel partner is responsible for providing Level-2 support to the Customer. i-Sprint will provide Level-3 support either to channel partner or directly to the Customer's helpdesk.

When Customer purchases Maintenance Services directly from i-Sprint, i-Sprint is responsible for providing Level-2 support directly to the Customer's helpdesk while Level-1 support is to be provided by Customer's helpdesk.

Customer's helpdesk must be trained and knowledgeable on i-Sprint technology and solutions.

1.1.2 Terms

1. <u>1-Year Subscription</u>. Maintenance Services is a 12-month subscription, purchased separately for each product.

2. <u>90-Day Purchase Timeframe</u>. Maintenance Services may be purchased at time of purchase, or within 90 days of the original software purchase.

3. <u>No Volume Pricing</u>. Maintenance Services is priced as a function of the software list price, not as a function of license volume.

4. <u>Maintenance Services include i-Sprint's Level-2 or Level-3 Support whichever is applicable.</u>

5. <u>No Upgrade or Downgrade of Support Plan during term of subscription</u>. There is no upgrade from Standard to Premium Maintenance Service or downgrade from Premium to Standard Maintenance Service in the midst of a current subscription.

6. <u>Subscription Upgrade or Downgrade at Time of Renewal</u>. Subscription may be upgraded or downgraded at time of renewal, but require that the Customer to purchase an upgrade or downgrade, if applicable.

7. <u>Subscription Expiration and Renewal</u>. Maintenance Services subscription may be renewed annually, at then-current pricing. For subscription that has expired, Customer is responsible for lapsed fees plus a reinstatement fee of 5% of renewed subscription fee unless otherwise stated in i-Sprint's Software Maintenance and Support Agreement (SMSA), if any. The renewed subscription will begin at the end of the previous subscription.

8. <u>Subscription Renewal for Phased-Out Products.</u> Customer will be able to renew subscription for phased-out products until the published End of Mainstream Support (EOMS) date.

1.1.3 Definitions

1. ***Software Product Update ("Update" or SPD)*** means a subsequent release, patch, hot fix, or version of the software products that i-Sprint makes generally available at no additional fee for its Customers covered under a Maintenance Services subscription**.**

2. ***Software Product Upgrade ("Upgrade" or SPG)*** means a major release or successor product of i-Sprint's software product such that the feature and function of such product is altered and is made available at an additional cost. Upgrade is generally identified by the same product name and incrementing the numeral immediately to the left of the decimal point in the version number. If a question arises as to whether a product offering is an Upgrade or an Update, i-Sprint's sole determination will prevail, provided that i-Sprint generally treats such product offering uniformly for its Customers.

3. ***Business Days*** means normal Singapore weekdays (Monday through Friday) with the exception of public holidays.

4. ***Business/Office Hours*** means the time between 09:00 AM and 06:00 PM SGT (UTC+08) on business days.

5. ***Public Holidays*** means generally recognized or gazetted holidays in Singapore, namely New Year's Day, Chinese New Year, Good Friday, Labour Day, Hari Raya Puasa, Vesak Day, Hari Raya Haji, National Day, Deepavali, and Christmas Day.

6. ***Weekend*** means Saturday and Sunday.

1.1.4 Software Maintenance and Support Plans

❖ ***Standard Maintenance and Support Plan***

1. Includes error corrections, patches, updates and subsequent versions upgrade that are made generally available to Customers.

2. Include Level-2 or Level-3 support for qualified problems. Qualified Level-3 requests should be escalated via the Level-2 support team (either Customer or partner).

3. Customer support is provided via telephone, email or i-Sprint's Global Support Portal (GSP).

4. Support hours are Office Hours on Business Days.

5. 24x7 access to i-Sprint's GSP to log tickets, view ticket status and access the knowledge base.

❖ *Premium Maintenance and Support Plan*

Covers all the maintenance and support services described in abovementioned Standard Maintenance and Support Plan, plus expanded support to cover non-office hours including Weekends and Public Holidays to deliver 24-hour with 7-day week coverage that can be subscribed at additional subscription fees.

NOTE: Refer to Appendix A: i-Sprint Global Support Contact Information for i-Sprint's GSP URL, global support email address and hotline number.

1.2 Comparison of Maintenance and Support Plans

No.	Service	Standard (Office-Hour)	Premium (24x7)
1.	Access to Global Support Portal	✔	✔
2.	Office-hour incident support via Global Support Portal/email/telephone	✔	✔
3.	24x7x365 incident support via Global Support Portal/email/telephone		✔
4.	Product and service lifecycle announcements	✔	✔
5.	Download product updates (maintenance releases and fixes)	✔	✔
6.	Download product upgrade (new releases)	✔	✔

1.3 Product Support Lifecycle

In general, i-Sprint will:

- Provide a minimum of three (3) years product technical support from the release date of the product version.
- Announce EOMS at least one (1) year prior to the effective support ends date.
- **At i-Sprint's discretion, support extension may be available for purchase, for an additional special fee, for a minimum period of one (1) year following the product's effective EOMS date with the objective of allowing the Customer to prepare to migrate to the newer version**.

❖ *Mainstream Support*

Mainstream Support is the first phase of the product support lifecycle that includes the followings:

- **Product Technical Support:** i-Sprint may accept requests for minor product changes during such support phase; Provide full phone and email support for various functionalities supported (where purchased and subject to maintenance subscription).
- **Product Defect Support:** i-Sprint may issue security and defect fixes or workarounds, if possible.

❖ ***Extended Support***

Extended Support, if applicable, is the phase follows Mainstream Support that includes the followings:

- **Limited Product Technical Support:** i-Sprint is unlikely to accept requests for any changes during such support phase; Provide limited phone and email support for various functionalities supported (where purchased and subject to maintenance subscription).
- **Product Defect Support:** i-Sprint may issue fixes on a best effort basis for major security and defects, if possible; Provide access to existing fixes. Customers are advised to plan to upgrade products immediately that have reached extended support status.

❖ ***End of Support***

A product version is said to have reached its end of support when extended support is not available upon reaching its EOMS, or when no further extended support is allowed upon reaching its end of current extended support. This is the final phase in which i-Sprint will cease its support completely for such product version.

For all categories of support, if the products are running on third party middle-ware components (example operating system) that are end of support by the manufacturers, i-Sprint support will be on a best effort basis and limited to defects that can be replicated on supported versions of respective middleware.

i-Sprint may modify these policies at any time and will communicate the modification and exceptions via a notification to Customers.

Technical support may no longer be offered for non-shipping versions of any of i-Sprint's software products.

i-Sprint reserves the right to revise the product support policy, at any time, without prior notice.

You may visit our corporate website at www.i-sprint.com/support to view the product support lifecycle for the various general release versions of AccessMatrix software products.

1.4 Chargeable Services

The following services will be charged based on Time and Material charges:

1. Services to be provided outside of the Scope of Support Services described in the following chapter.

2. Onsite service and support to be conducted at Customer's office.

3. After office hours' support (if Customer has not subscribed to any of the aforementioned Maintenance and Support Plans).

2. Scope of Support Services

During the software maintenance period, i-Sprint will provide the services described in the following sections of these terms and conditions that i-Sprint, at its sole discretion, makes generally available to all of its Customers.

2.1 Technical Support Services

1. To help us assist Customer with technical support issue, please gather the following information:

   a) Customer's company name for the specific product for which support is requested.
   b) Product name
   c) Product version number
   d) Detailed description of the problem or request, including:
   - Steps required to replicate the problem
   - Any pertinent error messages
   - Troubleshooting steps Customer has tried
   - Thread dumps and log files for diagnosis

   Refer to Appendix B: Service Request/Support Log for details.

2. Access to i-Sprint's GSP with the issued username/email id and password that are only available to Customer currently on Maintenance Services.

3. Enter the service request details into the CSP system to create a ticket.

4. Global Support Centre (GSC) receives the service request and verifies Customer's entitlement for technical support based on ticket number and the phase of the product support lifecycle for relevant product version.

5. After Customer's entitlement is verified, the GSC will activate a technical support engineer to service the request.

6. The technical support engineer who has expertise in Customer's product version responds to the service request.

7. The technical support engineer troubleshoots the problem with Customer. Customer may be asked to provide further detailed information or files to help determine the cause of the problem.

8. The technical support engineer uses available resources, including access to the product development team to determine a resolution for Customer's problem according to Chapter 6 - Response and Escalation Time and Procedures unless otherwise stated in Service Level Agreement (SLA) signed between i-Sprint and Customer, if any.

9. The technical support engineer takes responsibility for resolving Customer's service request and communicating the interim progress.

NOTE: Details of the technical support processes are detailed in Appendix C: Technical Support Process.

2.2 Software Product Update ("SPD") and Upgrade ("SPG")

SPD/SPG will be made available as i-Sprint deems necessary and appropriate.

1. i-Sprint may make available SPD/SPG in such form and format and on such media as i-Sprint, in its discretion, deems appropriate.

2. i-Sprint is under no obligation to develop any future programs, enhancements or functionality and reserves the right not to create any software product updates.

3. While i-Sprint may release new versions of the software products or new software products for additional consideration, nothing herein shall obligate i-Sprint to make available, or entitle Customer to receive, any new version release of software product and/or new software products.

4. Customer may use SPD/SPG only to update or upgrade/replace existing version; if Customer installs a SPD/SPG, Customer will no longer have a license to the previous version and should discontinue use of such previous version.

5. Customer's use of the SPD/SPG shall be subject to all license limitations and restrictions contained in the latest EULA.

6. i-Sprint owns, retains and reserves ownership, title, and all rights and interest, including, but not limited to, all proprietary rights in and to the SPD/SPG, subject only to the limited rights that i-Sprint expressly grants herein.

7. Without limiting the foregoing, Customer acknowledges that nothing herein shall constitute a sale of any SPD/SPG (or any intellectual property in and to SPD/SPG) including any copies and portions thereof.

8. SPD/SPG may include:

   - Formal defect fixes as required to resolve operating and other defects in the software product.
   - Functionality enhancements and performance improvements for software product features that the Customer has licensed to use. This does not include any new or additional software product functionality, applications or user licenses that are not covered by the Customer's existing license.
   - Updates to third party vendors' software, when provided by i-Sprint, except where a separate agreement exists between Customer and the third party software vendor.
   - Documentation detailing SPD/SPG functionalities and their impact on Customer's system.

2.2.1 Notification

i-Sprint will notify Customer as and when SPD/SPG become available.

2.2.2 Documentation

i-Sprint will provide Customer with one (1) copy of the appropriate documentation for the SPD/SPG. i-Sprint will provide applicable release notes on media of its choice, which may include information on software product fixes and/or changes/modifications.

2.3 Product License Service

i-Sprint will assist the Customer to re-issue the product license whenever necessary for Customer's organization to relocate the host machine or alter the IP address of the host machine on which the i-Sprint's software product is deployed.

2.4   Services Not Included

Support services to be provided by i-Sprint under aforementioned Maintenance and Support Plans do not include:

1) Correction of errors or defects caused by:

   a) Operation of the i-Sprint's software product in a manner other than that currently specified by i-Sprint;
   b) Modification, revision, variation, translation or alteration of the i-Sprint's software product not authorized by i-Sprint;
   c) Unauthorized use of i-Sprint's software product by unqualified personnel;
   d) Use of computer programs other than the i-Sprint's software product;
   e) Failure of the Customer to provide qualified and trained staff for the operation of the i-Sprint's software product;
   f) Use of the i-Sprint's software product other than specified in the Statement/Scope of Work (SOW).

2) Training of operating or programming staff.

3) Rectification of operator errors.

4) Diagnosis or rectification of faults not associated with i-Sprint's software product.

5) Furnishing or maintenance of accessories, attachments, supplies, consumables or associated items, whether or not developed or distributed by i-Sprint.

6) On-site support services.

7) Bespoke consultancy and documentation (off-site or on-site) for SPD/SPG pertaining to updates or upgrades spanning multiple versions and features used by customers.

3.   Force Majeure

i-Sprint will not be liable to the Customer for the consequences of any delays or failure in performance (including without limitation delays in the supply, delivery or installation of the i-Sprint's software product or performance of the services or any part thereof) directly or indirectly caused or contributed to by the happening of any event beyond i-Sprint's control, including without limitation acts of God, fire, flood, strike, labour problems, riots and any breaches of any Third Party Agreements.

4. Customer's Obligation

The Customer must:

1. Ensure that the appointed Customer's designate is available on-site during service hours to provide all necessary information and instructions to assist i-Sprint's technical support engineers in the performance of the services.

2. Ensure that the appointed Customer's designate is suitably informed, qualified and authorized to advise and instruct i-Sprint in accordance with sub clause above.

3. Provide i-Sprint with not less than ten (10) business days' notice in writing of any replacement of the designate, such notice to set out the identity, experience, qualifications and contact details of the new designate and the date of commencement of the appointment of the new designate.

4. Ensure that i-Sprint's technical support engineer has access to the site at all times agreed by Customer during the service hours to allow i-Sprint to perform the services (and if requested by i-Sprint by not less than two (2) business days' notice in writing, at any other time outside the service hours).

5. Ensure that i-Sprint is provided with the necessary equipment, materials, information, facilities, services, accessories and consumables (including without limitation digital data tapes, discs and cabling) and any agreed additional items required to enable i-Sprint technical support engineer to perform the services in accordance with the scope of support described in Chapter 2 - Scope of Support Services.

The Customer shall:

1. Be solely responsible to provide a proper working environment on the Customer's local installation of the supported i-Sprint's software, at all times, including User Acceptance Test (UAT) stage, for i-Sprint to provide services, and to protect and maintain an up-to-date and restorable backup of any and all database, files, utilities, software and other systems that i-Sprint's technical support engineers may reasonably access, use or need during the period.

5. Problem/Defect Classification

In order to provide prompt response to the Customer, the support personnel from both the Customer and i-Sprint are advised to understand and familiarize with the following problem or defect classification and the associate response time (described in the following chapter) that has been agreed upon between i-Sprint and the Customer:

Problem/Defect Classification (Severity)	Description
Class 1 (Fatal | Critical)	Means a problem/defect in i-Sprint's software product resulting in either: a) A total breakdown of the i-Sprint's software product; or b) A failure in the processing or performance of any function material to the Customer's business or commercial operations; c) A material delay in the processing or performance of a function critical to the Customer's business or commercial operations. **NOTE**: All the above apply to **PRODUCTION** environment only.
Class 2 (Major | Significant)	Means a problem/defect in i-Sprint's software product which does not amount to a Class 1 but either: a) Results in a major failure of the i-Sprint's software product to meet the specifications with no workaround exists; b) Makes the continued use of the i-Sprint's software product inconvenient in any material aspect; or c) Significantly delays the processing or performance of a function material to the Customer's business or commercial operations. **NOTE**: All the above apply to **PRODUCTION** environment only.
Class 3 (Medium | Minimal)	Means a problem/defect in i-Sprint's software product which does not amount to a Classes 1 and 2 but either: a) Results in a failure of the i-Sprint's software product to meet the specifications and with workaround exists; b) Makes the continued use of the i-Sprint's software product inconvenient in any material aspect; or c) Slightly delays the processing or degrades the performance of a function immaterial to the Customer's business or commercial operations.
Class 4 (Minor | Nominal)	Means a problem/defect in i-Sprint's software product that does not amount to a Classes 1, 2 and 3.

NOTE: i-Sprint support reserves the right to correct a customer's interpretation of severity level.

6. Response and Escalation Time and Procedures

i-Sprint is committed to respond to Customer's request for any maintenance or support services (including correcting errors in the customised software and/or the interface materials and/or the system that are covered under Maintenance Services) within the following response times commencing from the receipt by the Company of notification of a problem or defect:

Problem/ Defect Classification	Response Time		Escalation Time	Service Restore Time	Deadline for Solution
	During Normal Hours of Operation	After Office Hours or Public Holidays			
Class 1	< 30 minutes	< 30 minutes	6 hours	1 day	3 days
Class 2	< 2 hours	< 4 hours	1 day	3 days	5 days
Class 3	< 4 hours	< 6 hours	2 days	5 days	7 days
Class 4	< 1 business day	< 2 business days	N.A.	To Be Advised	• 14 days to offer a solution • 100 days to provide a solution

NOTE: Where i-Sprint's technical support engineer responding to the Customer's request above fail to resolve the problem or defect within the specified escalation time, commencing from the receipt by i-Sprint of notification of the problem or defect, the technical support engineer shall escalate the problem or defect to the management of i-Sprint, and i-Sprint shall immediately advise the Customer of the same accordingly.

For support request with severity of Class 1 to Class 3 and raised during our official business hours, we will attend and respond to it accordingly.

For Premium Support customer/partner raising a support request with severity of Class 1 after our official business hours, customer/partner is advised to call our Global Support Hotline for immediate attention.

For Standard Support customer/partner raising a support request with severity of Class 1 or have no support entitlement, customer/partner's request will be responded to within our normal business hours.

7.   Time and Material Charges

i-Sprint's standard rate of charges for any staff required to provide work done outside the scope of the maintenance and support agreement shall be applied at the rate agreed between i-Sprint and the Customer, i.e.:

- Rate of 2.0 times applies for onsite support After Office Hours, Weekends or Public Holidays.

- Providing support during non-office hours or overseas onsite support is based on i-Sprint's discretion.

Appendix A: i-Sprint Global Support Contact Information

a) i-Sprint Global Support Portal:

www.i-sprint.com/support

b) i-Sprint Global Support Email:

support@i-sprint.com

c) i-Sprint Global Support Hotline:

+65 91373831 (Singapore)

d) For information on Singapore's public holidays, visit:
https://www.mom.gov.sg/employment-practices/public-holidays.

Appendix B: Service Request/Support Log

To be completed by originator and reviewed by person-in-charge.

Service Request/Support Log				
Customer Account No:		**Report Type:** *(Please Highlight)*	☐ Error/Problem ☐ Enhancement ☐ Enquiry/Support	
Project ID:	<PRJ ID>-<PRD Code>			
i-Sprint Log ID:	<PRJ ID>-<Log ID>	**Report Date & Time:**		
Reported By:		**Reported To:**		
Contact Person:		**Contact Phone:**		
Priority: *(Please Highlight)*	☐ Class 1|Fatal	☐ Class 2|Major	☐ Class 3|Medium	☐ Class 4|Minor
Short Description:				
Affected Component(s):		**Occur Date & Time**		
Long Description:				
Person-In-Charge: Signature & Date				
Cause/Resolution/ Recommendation:				
Reported Against		**Release Fixed**		
Man-Hour		**Status**		
Resolved Date/By:				
Please note that actions taken and changes made for the above service request will be chargeable as follows.				
Approved & Authorized By **i-Sprint** Signature & Date				
Service Request Confirmation by Customer				
Chargeable Service Request Approved By Signature & Date				
Chargeable Service Request Accepted By Signature & Date				

Appendix C: Technical Support Process

Process Map – Global Support Centre (GSC)

Production Customer	Global Support Centre	Professional Services

Start

Customer submits Technical Support Request via phone/email/portal

Contact and request customer to resubmit Technical Support Request

Receive Technical Support Request

Ensure submitted Technical Support Request is complete?

No → (back to Contact and request customer to resubmit)

Yes →

Acknowledge and issue support ticket to customer

Customer receives acknowledgement

Investigate and Troubleshooting with FAQ and knowledge base support

Resolution suggested?

No →

Retrieve information about customer environment

A

Compile information required for internal escalation

Internal escalation to Professional Services Team

Suggest resolution

Yes →

A

Gather latest feedback/ support issue

Respond to customer with resolution

Issue resolved?

No → (back to A / Gather latest feedback)

Yes →

Update support log, knowledge base, FAQ

Is resolution coming from PS?

Yes → Update support log

No →

Generate GSC Report

Technical Support Request closed