

Support and Service Level Agreement

PART A – SOFTWARE

Description Validis is a web-based service that extracts data from accounting software packages, summarizes that data and produces standardized financial reports. The Software enables the Licensee's clients / End Users to submit their accounting data directly and securely to the Licensee from their accounting software package

Supported Accounting Packages: The Software currently supports the following Accounting Packages - [Supported Accounting Packages – Validis Support](#)

Note: not all versions of each Vendors packages are supported. E.g. legacy and out of life support packages that are not supported by the Vendor themselves.

Validis Portal

The Licensee can generate comprehensive financial and other reports and detailed ledgers from the general, sales and purchase ledgers via Validis' web-based portal.

Validis APIs

- The API product delivers the full G/L Extract, A/R Extract, A/P Extract, Upload API and the JSON API (the "APIs").
- Usage of the APIs is for the Licensee solely for the purposes of attest End Users within the Application. If the APIs are used for other purposes, the Licensee undertakes to inform Validis of same and Validis reserves the right to charge a different rate for those End Users.
- Calls to the APIs will be rate limited to ensure continuous availability of the Validis API service, with the following limits applying.
 - Minute limit: 30 calls in a rolling 60 second window
 - Daily limit: 5000 calls in a rolling 24-hour windowValidis reserves the right to review these based on resource requirements and subject to fair usage.
- Data extracted using the APIs may be cached by the Licensee but should only be used within the Application.
- Validis may release API updates or modifications for the benefit of its general customer base from time to time (in each instance, an "Update"). Validis shall give at least 30 days' notice and when provided, the Licensee shall implement and use the Update within 4 months of the API's release and make any modifications to the Application in order to use the relevant Update. The Licensee's continued access or use of the APIs following an Update will constitute binding acceptance of the Update.
- In the event of any breach of any of the terms the Licensee reserves the right to terminate the usage of the API without notice.

Modifications Where required for its general customer base, Validis may modify the Services or any apply additional terms relating to the API license, for example, to reflect changes to the Law, changes to the API call rates or for other reasons as it reasonably requires. Validis post such modifications on <https://www.validis.com> and the modifications shall become effective immediately thereafter.

PART B – SERVICES

Services Overview Validis will host the Software in the Licensee's region and will provide Helpdesk support to the Licensee.

1. THE HOST RESPONSIBILITIES

1.1 Validis provides a hosted service and is responsible for providing the host environment in a region specific to the licensee and retain the data for a period of at least 30 days following receipt for the Licensee's clients.

2. VALIDIS SUPPORT

2.1 Validis will provide a managed application service to the Licensee, including:

- 2.1.1 Support Centre which functions as a (front line) support desk to the support desk of the Licensee;
- 2.1.2 The installation, configuration, updating, monitoring and management of the Software on the environment;
- 2.1.3 The activation of the relevant Licensed Modules (if applicable);
- 2.1.4 The access to a self-service support centre & help site;

3. INCIDENT SUBMISSION:

- 3.1.1 Incidents must be submitted with adequate information for Validis to troubleshoot the incident. Validis will determine if adequate information is submitted with each ticket.
- 3.1.2 **Types of Request** Validis is responsible to distinguish between the types of enquiry being raised to determine if the enquiry is reporting a disruption to the service, to which Validis will attempt to restore the service as soon as possible.

The types of requests Validis Support Desk will categorise are below:

- **Incident** - An unplanned interruption to the defined service. Incidents are unplanned events so a service outage for a scheduled upgrade cannot be considered an Incident.
- **Service** – Client or an authorised user requires additional services or guidance on use of the existing service and contacts the Validis Service Desk for assistance.

- 3.1.3 **Key Contacts** Clients are responsible for providing Validis with a 'Key Contact' who will be the main point of contact for the Validis Service, Accounts and Operations team. This Key Contact is responsible for managing and administering the Validis within the Clients organisation.

The required information for the Key Contact is below:

- Location (Country):
- Organisation Name:
- Key Contact Name(s):
- Phone Number(s):
- Email:
- Role at organisation:

If a Key Contact leaves the Client organisation, it is the Clients responsibility to update Validis of the change through their Validis Account Manager.

- 3.1.4 **Approved Users** Approved users are users at the Client organisation that are responsible for escalating issues to the Validis Support Desk. We recommend that approved users be part of a support function at a Client's organisation as they are responsible for escalating, troubleshooting and resolving basic issues with the Validis Software.
- 3.1.5 **Support Channels** You can send a support request by email at the following address:
- support@validis.com

Or directly call support, chargeable as part of an enhance support model
The online self-service help desk which contains Validis' product support and feature documentation can be found here:

- Help URL: <https://support.validis.com/>

- 3.1.6 **Raising a Request** Requests are raised to Validis Support through the multi-channel support desk. Clients and approved users can raise requests through either the Validis portal, Knowledge Base, Web form or Email.

Clients and their approved users are required to provide the following information to the Validis Support Desk in the format required by Validis which includes:

- The symptom affecting the Software;
- End User's location (work, home or remote), username, phone number, role (if an employee) Browser and Version (if applicable);
- Any screenshots that have been taken in the course of the support case;
- Client or approved users Company Name (if applicable);
- Time of the Incident;
- Approved user's incident liaison contact information;
- A full description of all steps required to replicate the problem

- 3.1.7 **How Requests are Logged** Validis' best practice is to record incidents & service requests through phone, email and web form through our ticketing system to provide a consistent and accurate audit trail when managing support cases.

- 3.1.8 **Resolution Process** Validis ensures that all incidents and service requests are recorded, classified and prioritised. This facilitates the analysis phase and ensures that incidents with the highest business impact are resolved first and escalated where necessary to ensure for an efficient resolution.

- 3.2 **Support Availability – ("Hours of Operation")** The Hours of Operation of the standard supported Validis Service availability is:
- Monday to Friday 09:00 through 17:00 (US) Eastern time
 - Monday to Friday 09:00 through 17:30 (UK)
 - Monday to Friday 09:00 through 17:00 (AU) Eastern time

3.3 **Service Availability**

- 3.3.1 Subject to the terms of this Schedule, the Services will have 99% availability in any calendar month, measured on a 24 hours a day, 7 days a week basis. The Hours of Operation apply to Incident response and resolution times only, as set out at paragraph 3.7.
- 3.3.2 The availability of the Validis Services for a given month will be calculated according to the following formula (referred to herein as the “Availability”): Where: Total minutes in the month= TMM; Total minutes in month Unavailable = TMU; and: $\text{Availability} = ((\text{TMM} - \text{TMU}) \times 100) / \text{TMM}$. TMM means the total number of minutes in the relevant calendar month. TMU excludes any period of unavailability falling within the exceptions at paragraph 3.4.
- 3.3.3 For purposes of this calculation, the Services will be deemed to be unavailable to the extent our hosted solution will not accept connections. The Services will not be deemed unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth below in this Schedule and elsewhere in this Agreement. Validis’ records and data will be the sole basis for all Service Level calculations and determinations. Availability is measured by Validis’ continuous monitoring and published at status.validis.com.

3.4 **Exceptions to Service Availability**

- 3.4.1 The Services will not be considered to be unavailable for any outage that results from any maintenance performed by Validis (i) of which the Licensee is notified at least 24 hours in advance; (ii) during the Licensee’s implementation period; (iii) during the Licensee’s then-current standard maintenance windows, or during any software release (collectively referred to herein as “Scheduled Maintenance”); or (iv) as a result of the Licensee’s request outside of the normally scheduled maintenance.
- 3.4.2 The Services will not be considered unavailable for any outage due to (i) the Licensee's data or application programming, acts or omissions of the Licensee or its agents, failures of equipment or facilities provided by the Licensee, network unavailability or bandwidth limitations outside of the Validis network; (ii) issues arising from bugs or other problems in the Accounting software or Validis’ cloud hosting provider; or (iii) force majeure events.

- 3.5 **Disaster Recovery** In the event of a failure of our primary cloud region we will fail over to a secondary cloud region within the same region as the Licensee within 24 hours.

- 3.6 **Activation of SLA** The Service Levels referred to in this Schedule will only be effective following acceptance and following full implementation of the Software and Services.

- 3.7 **Incident Categories, Response and Resolution Times** This section describes an Incident's priority, together with the Validis support levels in respect of initial response. All times quoted below are relative to the receipt of an incident report conforming to the format as described by Validis. All response hours stated are within working hours.

Priority	Activation	First Response	Resolution
Priority 1 – Complete Loss of Service (P1)	Complete loss of service. No work around exists. Affects all users.	Immediately	4 hours
Priority 2 – Severe Loss of Service (P2)	Mission critical module not working. Known work around exists. Affects multiple users	1 hour	7 days
Priority 3 – Minor Loss of Service (P3)	Module not functioning as expected.	7 days	31 days
Priority 4 – Informational (P4)	Issue that has no impact on service	31 days	90 days

*resolution times exclude items require a software update, enhancement or update

3.7.1 **Support - Customer Support**

- (a) **Incidents** An "Incident" is classified as an issue with the Validis platform which affects the Validis Service in terms of functionality or availability to the Licensee or its authorized users of the platform.
- Incidents may be identified by the Licensee's service desk supporting the Validis Service or as a result of an End User's support issue. Validis allocates the Incident priority during initial investigation and only Validis can amend this if further investigation by Validis proves the initial priority to be incorrect.