

SCHEDULE 1

SERVICE LEVEL AGREEMENT

A. Introduction

This Service Level Agreement (“**SLA**”) relates to the Master Services Agreement (“**MSA**”) between **Sentient Solutions Limited trading as Scorebuddy (“Sentient”)** and the customer executing the MSA (“**Customer**”).

Capitalized terms not otherwise defined in this document will have the respective meanings assigned to them in the applicable MSA between Sentient and Customer.

“**Incident**” means a defect or combination of defects in the performance of the Services that result in a failure of the Services to function substantially in accordance with the User Documentation available on the Platform.

“**Resolution**” means Sentient has corrected the Incident that prompted a particular request for support so that the Services perform in material conformance with the User Documentation.

“**Workaround**” means a configuration change, manual procedure, or other workaround designed to regain intended or previously functioning features and functionality, but that does not provide a complete Resolution.

“**Standard Support Hours**” means 9:00 am to 5:30 pm GMT on Business Days.

B. Self Help

Access to Self Help Materials. Our documentation library offers extensive information for using and configuring our Services, available at: <https://intercom.help/scorebuddy-b32c18522ac7/en/>.

Customers are responsible for evaluating any guidance found through these self-help options.

C. Support Requests

Requests for support can be made through the support widget on the Platform or by contacting support@scorebuddyqa.com. The support service is a ticketed service that will immediately assign a ticket number. Support is provided during Standard Support Hours.

Customer shall provide Sentient with reasonable information and assistance to facilitate Sentient’s performance of its support services, including, without limitation, a clear description of the issue, related configuration and log files, and cooperation to reproduce errors and faults.

To enable Sentient to provide support, Customer will appoint a nominated representative who will be its prime contact point with Sentient and ensure that Customer implements procedures to review Incident notifications before passing them to Sentient in order to eliminate duplicate or trivial enquiries, enquiries which are excluded under the terms of this SLA.

During Standard Support Hours any representative of Customer may submit via live in app

chat support, email or telephone queries to Sentient to discuss outstanding notified Incidents.

D. Uptime Commitment

Subject to the terms of this SLA, Sentient will use all reasonable endeavours to achieve a 99.5% availability each calendar month (the "Uptime Commitment") for the Services.

The availability of the 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:
Availability = ((TMM-TMU) x 100)/TMM.

For the purposes of this calculation, the Services will be deemed to be unavailable to the extent the applicable Sentient servers will not accept connections. A Service will not be deemed to be unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth below.

The Services will not be considered to be unavailable for any outage as follows:

- (i) that results from any maintenance performed by Sentient of which Customer is notified at least 24 hours in advance;
- (ii) during Customer's implementation period;
- (iii) during Sentient's then-current standard maintenance windows (collectively referred to herein as "Scheduled Maintenance");
- (iv) as a result of Customer's request outside of the normally scheduled maintenance;
- (v) due to the Customer's data or application programming, acts or omissions of Customer or its agents, failures of equipment or facilities provided by Customer,
- (vi) network unavailability or bandwidth limitations outside of Sentient network.
- (vii) due to issues arising from bugs or other problems in the software, firmware or hardware of Sentient's suppliers; and
- (viii) The Services will not be considered to be unavailable for any outage due to Force majeure events.

The configuration being provided under the Services is based on assumptions made by Customer and based on information provided by a Customer. As a result, Sentient will not be responsible for any outages or performance issues caused by inaccuracies in these assumptions, including equipment and software failures or performance problems caused by traffic volume or the number of concurrent user sessions.

Configurations Changes; Customer Supported Software

These specifications are based on a standard configuration of the Services to provide the performance level contemplated by the Uptime Commitment in this SLA. If Sentient notifies the Customer that it has determined that Customer's configuration is not suited to provide this level of performance, this SLA will be suspended until Customer and Sentient agree upon and implement a new or modified configuration designed to provide this level of performance.

E. Remedies

Customer will have the rights set forth below in respect of Sentient’s provision of the Services. The terms set out below provide a Customer’s sole and exclusive remedy for Sentient’s failure to provide the Services in accordance with this SLA and to meet the Uptime Commitment. All standards and commitments are subject to the limitations and exclusions set forth herein.

If the Availability of the Services for a given month is less than the applicable Uptime Commitment, but 99% or higher, Customer will be eligible to receive a 10% service credit for the affected Services for such month. If the Availability of the Service for a given month is 98% or higher but lower than 99%, Customer will be eligible to receive a 25% service credit for the affected Services for such month. If the Availability of the Services for a given month is lower than 98%, Customer will be eligible to receive a 50% service credit for the affected Services for such month.

In the event that you are not current and up to date in your payment obligations when an outage occurs, remedies will accrue, but service credits will not be issued until your account is brought up to date in respect of your payment obligations;

To receive service credits, Customer must submit a written request to billing@scorebuddyqa.com within 30 days after the end of the month in which Sentient failed to meet the Uptime Commitment, or Customer’s right to receive service credits with respect to such unavailability will be waived.

F. Service Support

Incident response service levels are set out in the table below and are measured from the time Customer or Sentient reports the Incident. The Incident action times are intended to be measured over a period of one month.

In the event of an Incident, Sentient will respond to associated Support requests as follows:

	Definition	Response Time	Hours Cover
P1	The service is not operational, and no workaround exists. Examples include: System outage or non-availability of service	4 hours	24 x 7
P2	Service is impaired, does not work as proposed, but it is operational.	8 hours	Normal office hours
P3	Functionality or user related questions. Examples include: How do I apply weighting to a scorecard. How do I change a user’s access	8-16 working hours	Normal office hours

