

**SUPPORT AND MAINTENANCE**

This section sets out the support and maintenance activities that we will provide with respect to the Product. During the course of support, unless otherwise determined by us in our sole discretion, any communication(s) or resolution(s) shall be undertaken from a remote location.

**a. Support and Maintenance -**

We shall be responsible for fixing any functional and technical defects that are identified in the Product during the License Term. The escalation matrix for raising a ticket shall be as below.

- Level 1:** Client email
- Level 2:** Helpdesk email
- Level 3:** PwC Manager email
- Level 4:** PwC Director / Partner email

*Note:*

- *We may change the Service Levels from time to time but will provide 45 days' prior notice to you before materially reducing the benefits offered to you, that are available as of the effective date.*
- *We agree to provide Product Support on all weekdays from 9 AM to 6 PM Indian Standard Time. We will not provide Product Support on the weekends (Saturday and Sunday)*
- *You will be responsible for providing to: (a) specific members of our team; and /or (b) relevant specialists authorized by us, an access to your system(s) for us to meet our support obligations which shall include, without limitation, investigation of issues, which are related to individual user configuration, hardware and network. The specific members and specialists of our team may change from time to time.*

**b. Priority Guidelines:**

The following guidelines around prioritization of tickets shall be followed:

P1	Helpdesk Support Services.
P2	Technical support for troubleshooting and certain Product administration or access restricted functions.
P3	Although an issue exists, the issue causes inconveniences, but it does not impact the operation of the Product because an acceptable workaround is available. These issues include all serious issues that are not classified as Critical issues.
P4	The issue renders the Product inoperative or causes a complete failure of the Product.

*Note:*

- *You must capture the priority of the ticket at the helpdesk;*
- *We reserve the right to change the priority based on our analysis and assessment of the issue.*

**c. Response Matrix:****PwC Response Time**

Priority Ticket	P1	30 Minutes
Priority Ticket	P2	1 Hours
Priority Ticket	P3	48 Hours
Priority Ticket	P4	12 Hours

**PwC Resolution Time:**

Priority Ticket	P1	6 Hours
Priority Ticket	P2	12 Hours
Priority Ticket	P3	3 Weeks
Priority Ticket	P4	48 Hours

**d. Note:**

- i. Any period where we are waiting to receive information or support from you which is reasonably required to enable the resolution of an issue shall be excluded from our Resolution Time for that issue.
- ii. Any issue fixes requiring a code release would be subject to the Product Release Calendar defined by us. In such cases resolution time ends when the fixed code is made available for a release.

*Please note that the Provision of Support Services mentioned here shall not be applicable during the UAT.*