

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: PwC Manager

Level 2: PwC Director

Level 3: PwC Partner

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.*