

**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 -**

1. 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/ Authorized user needs to login to the ticketing system at the link to be provided to raise ticket for support required.

**Level 2:** PwC Manager

**Level 3:** PwC Director

**Level 4:** 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.

2. Issues relating to your infrastructure will not be raised with us.

**b. Priority Guidelines:**

The following guidelines around prioritization of tickets shall be followed:

Low	All Change requests, Access, Requests etc. No impact on health of services
Medium	Partial interruptions of services with health of major components intact
High	Service entirely down with none or majority of its components malfunctioning

*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	Low	2 business days
Priority Ticket	Medium	1 business day
Priority Ticket	High	12 hours (working hours)

**PwC Resolution Time:**

Priority Ticket	Low	7 business days
Priority Ticket	Medium	4 business days
Priority Ticket	High	2 business days

**d. Hypercare support**

- i. Error resolution support – Computation error, automation issues, data integration issues
- ii. Errors de-bugging /resolving computation errors

**e. AMC Support**

- i. Assistance on Product deployed – solution upgrade as per PwC tool upgrades
- ii. Changes & technical support to client for sustenance
- iii. User support – Training issue or general query; Product bugs; functional issues

**f. Note:**

- i. The Product and the Cloud infrastructure might need be brought down for normal maintenance operations, upgradation. In this case Users will be intimated in advance on down
- ii. For emergency fixing and operation, the Providing and the Cloud infrastructure may be brought down by providing short notice, depending on the situation.
- iii. 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.
- iv. 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.*