

Be Rota Limited
Support Service Levels
Schedule 4

1. Categories

Any Technical Issues reported by the Customer via the helpdesk shall be categorised by the Provider as follows:

- a. Urgent: Technical Issues which cause a significant outage to a mission critical business function with no possible workaround;
- b. Non-urgent: Technical Issues which are not categorised as Urgent or Emergency;
- c. Emergency: Technical Issues which are reported by the Customer out-of-hours which can be categorised as Urgent,

each as further described in paragraph 2 below.

2. Urgency Definitions and Responses

2.1 The Provider and the Customer shall report and respond to Technical Issues as follows:

Type of Support required	Definition	Action	Timing	Response time
Non-urgent	Non-urgent Technical Issues including features of the platform which do have temporary workarounds including: <ul style="list-style-type: none"> • inability to download or upload data • Feature function failure • Mobile App failure 	The Customer should submit a support ticket via the support portal, including screenshots evidencing the issue.	Business Hours	24 Business Hours
Urgent	Urgent Technical Issues are those which cause a significant outage to a mission critical business function with no possible workaround	The Customer should submit an urgent support ticket via the support portal, including screenshots evidencing the issue.	Business Hours	3 Business Hours
Emergency	Out-of-hours major issues, or escalated major issues	The Customer should submit an Emergency support ticket via the support portal, including screenshots evidencing the issue.	Business Hours	3 Business Hours

2.2 Notwithstanding the provisions in previous Section 2, the Provider shall use reasonable endeavours to:

- a. seek to resolve all Non-urgent Technical Issues within 7 Business Days of reporting by the Customer;
- b. seek to resolve all Urgent Technical Issues within 2 Business Hours of reporting by the Customer.

3. Notwithstanding the provisions in previous Section 2, the Provider shall use reasonable endeavours to:

- a. seek to resolve all Non-urgent Technical Issues within 7 Business Days of reporting by the Customer;
- b. seek to resolve all Urgent Technical Issues within 2 Business Hours of reporting by the Customer.

4. Communication:

- a. In all events you will be required to submit a "technical support" ticket to the Provider with the details and attachments referred to within the above table providing your email and telephone contact details. You are able to submit a "technical support" ticket from within the:
 - i. Rota App
 - ii. Rota Platform
 - iii. Rota Website
 - iv. Rota Support Account (if applicable)
- b. You will receive a response for all queries to provide confidence that your request has been received and will be actioned in line with above table