



PLANR SUPPORT POLICY
ACTIVE

This Support Policy forms part of the Master Subscription Agreement between Planr and the Customer. The purpose of this policy is to outline how Planr provides and supports its cloud based Software application Service to the Customer. All capitalised terms outlined in this policy shall have the meaning as set forth in the Master Subscription Agreement.

1. Support Hours of Operation

Planr Community: Customer may submit Incidents online via Planr Community on a 24*7 basis.

2. Incident Logging

Customer’s Authorised Support Users may submit incidents online via Planr Community. Each Incident will be given a unique Incident log number. Resolutions may take the form of a repair, bypass or other reasonable solution agreed between Planr and the Customer.

3. Incident Reporting

Monthly reports in relation to support Incidents will be provided to the Customer at Customer’s request. Monthly support service reports to include the following:

- Summary of open Incidents and status
- Volume of open and closed Incidents
- Breakdown of Incidents by priority

4. Incident Prioritisation

Each Incident is given a priority of 1, 2, 3 or 4 (“Priority”) based on the severity of the Incident and the Services being provided. Each Incident will be assigned an initial Priority by the Customer. This initial Priority will then be validated and or updated by Planr personnel, in accordance with the definitions set out in Section 5. Customer will be notified in the case of any change of priority.

5. Incident Response

The Response times for each Incident based on priority are outlined in the table below. The times in the table below are the elapsed period from the time the Incident was logged until the Incident is responded to, closed or escalated.

Priority	Definition	Response Time	Status Updates to Customer	Customer Availability
P1	Critical impact: Service unavailable on any platform. Impacts all users. No workaround available.	1 hour	Hourly	Customer will be available during normal working hours until Incident is resolved.
P2	Significant impact: Service availability significantly degraded or business critical Software functionality has been significantly affected. Impacts all users. No workaround available.	4 hours	Daily	Customer will be available during normal working hours until Incident is resolved.
P3	Minimal impact: Service performance mildly degraded or business critical Software functionality has been mildly affected. Impacts many users. Workaround is available.	1 day	Weekly	Customer will respond to requests in a reasonable timeframe not greater than 24 hours.
P4	No impact: Service performance not degraded but issue found with non-business-critical Software functionality. Impacts some users.	5 days	Monthly	Customer will respond to requests in a reasonable timeframe not greater than 24 hours

6. Service Availability

Planr’s monthly Service Availability (“**Availability**”) is as follows:

Monthly Availability
99.5%

Availability is calculated monthly using the following formula:

$$\left(\frac{(\text{Total minutes per calendar month} - \text{Downtime minutes per calendar month})}{(\text{Total minutes per calendar month})} \times 100 \right) \geq 99.5\%$$

Service Downtime (“Downtime”) is the total unplanned outage of the Service calculated in minutes during a calendar month. The measurement of Downtime commences when an Incident is identified by Customer to Planr via Planr Community. Downtime ends when the Fault is cleared by Planr.

Downtime shall not include; (i) Service being modified or altered in any way (including the Equipment, connections, routing plan, applications or test Equipment or the mapping of applications) either at Customer’s request or by Customer or any party other than Planr; (ii) any period of Maintenance; (iii) a Failure or Fault not attributable to the Service, including but not limited to Faults attributable to the Customer’s Equipment, including hardware, software or network;

7. Service Management

Planr undertakes to update the Service from time to time incorporating enhancements and improvements in performance and reliability.

8. Service Security

Customer is responsible for the security and proper use of all user id’s and passwords which are used in connection with the Service, including changing such passwords on a regular basis. Customer must take all necessary steps to ensure that all user id’s and passwords are kept confidential, secure, not disclosed to unauthorised people, and are used in accordance with the Customer obligations as set out in the Master Subscription Agreement.

9. Service Scope

Planr shall not be liable for any failure to meet the Service levels specified in this policy if the Customer has not complied with the terms and conditions of this policy or the Master Subscription Agreement. The Service levels specified in this policy shall not apply if the Customer does not provide or delays providing information or access, as requested, to Planr.

In case of an Incident whereby the Incident might be caused or is caused by Customer’s other software applications or Customer’s Equipment, Planr will transfer the Incident back to the Customer. If Planr performs any repair activities in case of an Incident and Planr discovers that the Incident is due to (mal)functioning of the Customer’s other software applications or Customer’s Equipment, the Customer may be charged by Planr for the repair activities.