



SERVICE LEVEL AGREEMENT

1. OVERVIEW

This Schedule represents the Service Level Agreement (“**SLA**”) for the provisioning of IT services required to support and sustain VSI HoloMedicine® and HoloMedicine® Spaces. This SLA remains valid during the Term of the Agreement and outlines the parameters of all IT services provided hereunder. This SLA does not supersede current processes and procedures unless explicitly stated herein.

2. PURPOSE

The purpose of this SLA is the proper functioning of VSI HoloMedicine® and HoloMedicine® Spaces as well as to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Licensee by the Licensor. Therefore, this SLA aims to:

- (a) Provide clear reference to service ownership, accountability, roles and/or responsibilities;
- (b) Present a clear, concise and measurable description of service provision to the Licensee; and
- (c) Match perceptions of expected service provision with actual service support & delivery.

3. REVIEW

The contents of this SLA may be modified as necessary, provided that a mutual agreement is reached with the Licensee. The Licensor will incorporate any subsequent revisions and obtain mutual agreements/approvals as needed.

4. OBLIGATIONS

- 4.1. Licensee. Reasonable availability of the Licensee’s representative(s) when resolving a service-related incident or request.
- 4.2. Licensor. (a) Adherence to response times related to service-related incidents; and (b) Adequate notification to Licensee of all planned maintenance.

5. SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following clauses provide relevant details on service availability, monitoring of in-scope services and related components.

- 5.1. Service Availability. The specific parameters of the service are defined as follows and can be amended in the future by mutual agreement:

- (a) Telephone and Email support:

APAC Region. Available from 8:30 A.M. to 5:00 P.M. (SGT), Monday to Friday.

EMEA Region. Available from 8:30 A.M. to 5:00 P.M. (CET/CEST), Monday to Friday.

Americas Region. Available from 8:30 A.M. to 5:00 P.M. (EST/EDT), Monday to Friday.

- (b) Out-of-Hours Support:

Inquiries received outside of the specified business hours indicated above may be forwarded to the appropriate regional service team. This process aims to provide support across different time zones, facilitating assistance even when our local offices are closed.



5.2. Service Requirements. Licensor will respond to service-related incidents and/or requests submitted by the Licensee within the following time frames:

- (a) 0-8 hours (during business hours) for issues classified as High priority;
- (b) Within 48 hours for issues classified as Medium priority; and
- (c) Within 10 business days for issues classified as Low priority.

Any service-related incidents and/or requests submitted by the Partner related to HoloMedicine® Spaces will be classified as Medium or Low priority, depending on the gravity of the incident and/or request submitted to the Licensor.

5.3. Maintenance Services. They include:

- (a) Maintenance and restoring of the Software to a working state;
- (b) Providing support for the current operation of the Software; and
- (c) Removing failures and errors in the Software.

5.4. Exceptions. The actions mentioned in this clause 5 will not be undertaken by the Licensor when failures and errors of the Software are a result of:

- (a) The improper handling of the Licensee;
- (b) Third party action;
- (c) Environmental conditions at the place of installation of the Software;
- (d) Shortages of electricity supply; and
- (e) Defective Licensee's Hardware.