DIGITAL INTERACT
SUPPORT SERVICES SCHEDULE

Support Services

1. During the Subscription Term, TAG will provide Support Services for the Subscribed Services for incidents reported by Customer (as defined below) ("**Incidents**"). Customer shall designate either a single or All Authorised Users (as indicated on the relevant Digital Interact Order Form) as primary contact ("**Customer Contact**") for the purpose of reporting incidents. Customer shall be responsible for providing first line internal support to Authorised Users of the Subscribed Services. Only the Customer Contact is authorised to report incidents with the Subscribed Services. TAG shall provide English-speaking remote assistance to Customer for questions or issues arising from any Incidents.

   The parties hereby agree to the following severity classifications for all Incidents:

Table 1 – Severity Level Definitions	
Severity Level	Definition
P1 – Critical	An error that renders the Subscribed Service(s) to be completely inoperable or makes Customer's use of the Subscribed Service(s) impossible.
P2 – High	An incident which causes the performance or functionality of a Subscribed Service to be significantly degraded.
P3 - Standard	An incident which does not materially affect the performance or functionality of a Subscribed Service or for which a work around is/can be found or which the Customer can still access and use some functionality of the Subscribed Service.
P4 – Low	Customer's service requests such as request for information, assistance or service extension.

2. Customer Contacts may contact TAG Support via Telephone number in the Customer's primary location or email as listed in Table 2:
   2.1. Severity 1 and Severity 2 issues – 24 hours per day, 365 days of the year
   2.2. Severity 2, Severity 3, Severity 4 issues- during TAG's Normal Business Hours (8AM – 5PM local time in Customer's primary location).

Table 2 - TAG Support Contact Details		
Country	Toll Free /DID	Email
India	(+91) 44 43513760	
USA	(1)8337232146	
UK	08000291862	
Singapore	8001013757	DI-Support@wlt.com
Hong Kong	800931585	
Germany	08001811336	
Australia	90537194	
Japan	0345639648	
China	4008427930	

3. All Support Tickets shall (i) designate the Severity level in accordance with the Table 1 above; (ii) identify the Subscribed Service that experienced the Incident; (iii) include information sufficiently detailed to allow TAG Support to attempt to duplicate the Incident (including any relevant error messages); and (iv) provide contact information for the Customer Contact most familiar with the issue.

4. Upon receipt of the Support Ticket, TAG will attempt to determine the Incident and assign the applicable severity level based on the descriptions in Table 1. TAG will use commercially reasonable efforts to meet the Initial Response Time Target for the applicable severity level. The timer on an Incident begins when TAG receives a Support Ticket during Normal Business Hours (for severities 2-4) for the Incident as evidenced by TAG's system(s) of record.

5. If the Customer Contact that submitted the Support Ticket is unresponsive or unreachable, TAG may downgrade the severity level by one level.

Table 3 – Service Level Response Times		
Severity	Initial Response Time Target	TAG Support Availability
P1 – Critical	Within 15 mins	24 x 7
P2 – High	Within 30 mins	24 x 7

P3 – Standard	Within 1 hour during Normal Business Hour	8 x 5 Requesters local time
P4 - Low	Within 4 hours during Normal Business Hours	8 x 5 Requesters local time

6. **Support of excluded applications**

The following are not included in the Support Services and shall unless agreed otherwise in writing with TAG remain the Customer's responsibility:

6.1. Rectification of lost or corrupted data arising for any reason other than TAG's own negligence;

6.2. Diagnosis and/or rectification of problems not associated or not caused by the Subscribed Service; or Services attributable to correction of errors or creation of additional functionality;

6.3. Failure of the Customer to properly follow procedures correctly set forth in the Documentation for the Subscribed Service, or misuse of the Subscribed Service by the Customer.