

SCHEDULE 2

SERVICE LEVEL AGREEMENT (SLA)

siHealth will use reasonable endeavours to ensure that the Services are available through the Term, but siHealth cannot guarantee that the Services will be available at all times.

This Schedule 2 sets out siHealth's obligations and liability with respect to the availability of the Services provided.

Services Availability:

The Services are normally delivered continuously 24/7 (24 hours a day, 7 days a week) and siHealth will use reasonable commercial efforts to ensure that the Services are available for at least 99% of the time specifically between 9:00am – 5:00pm (GMT) on a Business Day during the Term.

Business Days:

siHealth's Business Days are Monday – Friday, excluding bank holidays in the UK.

Notification of Scheduled Downtime:

siHealth will notify Customers of any period of scheduled downtime of the Services at least (3) days in advance. During any scheduled downtime, unavailability of the Services will be communicated to Customers via email or Customer's account login screen.

siHealth monitors its servers for outages and material errors and will notify Customers promptly of any such event.

siHealth also provide 24/7 support for critical outages and will aim to resolve outages promptly.

Standard Support to Customers:

A Standard level of technical support (i.e. not Premium, as specified in Schedule 4) is provided by siHealth to any Customer for the use of the Services by means of email. The Standard support consists in technical support provided by email when the siHealth team is contacted at the email address support@smartpdt.com (please see Annex 1 for any related Data Protection management aspect).

The response time by the siHealth team is not guaranteed and the support request email needs to mandatorily include:

- the ID of the user (the one used for logging into SmartPDT);
- the type of subscription.