SCHEDULE 4

PREMIUM SUPPORT SERVICES

Key facts

All capitalised terms in this schedule shall have the meaning given to them in the Agreement, unless otherwise defined herein.

This Premium Support Service's SLA describes the level of service and support that the Customer will receive from siHealth for the delivery of Premium Support Services.

Description of the Premium Support Service

siHealth aims to provide, during the Term:
1. an initial response to any Premium Support Services request within the next 8-16 Business Hours (depending on the specific "severity level" of the request, as defined below); and
2. an update about the ongoing support activities every 16-24 Business Hours for each request (depending on the specific "severity level" of the request, as defined below).

siHealth will use commercially reasonable efforts to provide the Premium Support Services in accordance with the terms of this SLA (please see Annex 1 for any related Data Protection management aspect).

However, siHealth cannot be held responsible for delays caused by the Customer or for any other reason out of siHealth's control (e.g. lack of internet connection or electricity on the user side).

The Premium Support Services are only available to Customers that purchase the Premium Support Services.
The Premium Support Services are available to the whole Customer organisation and cover any account registered in the SmartPDT system for that organisation (e.g. staff accounts on the web-portal, patient accounts on the app), generally called "Premium accounts".

The Premium Support Services provided by siHealth are available for the following total number of hours during a Term: 50 minutes of Premium Support Services consisting of 10 x 5 minutes calls will cost £1,000, intended as working time dedicated by siHealth staff for supporting the Customer and any of its related registered users (e.g. staff, patients).

If the available amount of support hours for the Premium Support Services is fully used up during the Term (i.e. before its expiration or termination), additional hours of Premium Support Services may be purchased by the Customer, at a cost of £1,000 for 10 x 5 minutes premium support calls, for continuing the Premium Support Services as defined herein.

Premium Support Services - Features Included

The following Premium Support Services are included in this agreement:

- Help with technical troubleshooting and configuration guidance for the SmartPDT system
- Help with the management of anomalies, incidents, and inquiries about technical issues related to the operation of the SmartPDT system
- Configuration design best practices related to the use of SmartPDT
- Critical situations management related to the use of SmartPDT
- Monitoring and analysis of logs and performances related to the use of SmartPDT
- SmartPDT performances optimisation in relation to its use
- Support and advisory services related to any possible migration of the SmartPDT system subscription purchased
- Premium level of technical support for the SmartPDT system (not available for standard subscriptions), including:
  o Faster initial response time with respect to the standard subscription

- o First priority in request handling with respect to the standard subscription, with a dedicated queue for Premium Support Services requests and with Premium Support Services tickets automatically receiving higher priority with respect to standard requests
- o Online face-to-face meetings with siHealth technical support engineers at Customer's request, including screen sharing and live support
- o Phone support

Premium Support Services - Features NOT Included

Premium Support Services that are either:

- o outside of the Term (e.g. when the Agreement expires or is terminated)
- o related to a product that is not SmartPDT (of siHealth or of any other company)
- o related to a SmartPDT system that has been retired from the market
- o for any custom software scripts (e.g. developed by Customers) and used in or together with siHealth's products
- o related to any SmartPDT version provided for free (if any)

are not included in this agreement.

Premium Support Services - Access

Customers that have purchased Premium Support Services will have full access to the Premium Support Services. The Premium Support Services can be accessed by the Customer or by any of its related registered users (e.g. staff, patients) through the following channels:

- *Support Request submission*
  Submitting a support request directly through the SmartPDT system interfaces once the user is logged in:
    - o by using the "Support" form inside the web-portal (staff); or
    - o by using the "Support" function inside the iOS/Android app (patient user).
  The support request will automatically open a ticket in the siHealth IT system, and siHealth will respond to each request submitted following the timeline and the priority levels described above.
- *Online meeting support*
  When a support request is received, siHealth's technical team may propose an online meeting (for example through Microsoft Teams) to the Premium account user requesting support. The online meeting can be scheduled between the siHealth technical team and the Premium account user, with the aim of:
    - providing online "live" guidance about any product-related question or issue;
    - speeding up the resolution of any issue by screen sharing when needed (e.g. users directly showing the issue they are having);
    - providing ad-hoc training and know-how transfer from siHealth's technical support to the Customer's team.
- *Phone support*
  If requested by a Premium account user, siHealth's technical team may provide support through dedicated phone calls with the user. Also in this case, it is recommended that the Premium account user first submits a support request through the standard channels (i.e. with the web-portal/app) and by including all the relevant information for the request (e.g. description of the issue, screenshots, etc.). siHealth's technical team will then schedule a phone call in a timeslot agreed with the user. This option may be also used by a Premium account user to enquire as to the status of an already submitted request.
- *Email support*
  In case the user is not able to submit a request through the web-portal or the app (e.g. if the credential or the login function are not working), as an alternative "fall-back" option siHealth's technical team may be contacted by direct email to the address support@smartpdt.com. In this case the response time specified below is not guaranteed and it is extremely important that the email submitted by the user includes explicitly both the ID of the user (the one used for logging into SmartPDT) and the type of subscription (if known).

Any time a Support Request is submitted by a user, the following details are required:
1. Product name and version used;
2. Information about the subscription license;

3. Version of iOS or Android of the mobile device in use or, alternatively, web browser version; and
4. Complete detailed description of the issue faced including log files, steps to reproduce, screenshots, etc.

This information is needed in order to properly investigate a reported problem and provide a resolution within the response times. Users should always provide as much relevant information as possible with the support request.

Business Hours

siHealth's support hours are Monday – Friday, 9:00am – 5:00pm (GMT) (**Business Hours**).
siHealth's support team is not available during bank holidays in the UK.

Initial Response Time

Initial response time means that the support team answers the Customer's email or ticket request, acknowledges the issue, registers a request in a support ticketing system, and makes an initial diagnosis of the problem.
In some cases, the support team may need to obtain additional information from the Customer to be able to provide an initial diagnosis of the problem. Incomplete or missing information requested by the support team with regards to the specific support request could delay issue resolution and re-initiate the response times.

Severity levels of Premium Support Requests

The following table provides the definition of the severity levels for a request for Premium Services, the expected initial response time, the escalation process and the timeframes for regular updates provided by siHealth to the Premium account user.

Severity level	Description	Initial Response Time	Escalation and Update
1: Urgent	System is not functioning, services cannot be maintained. No workaround available	no later than 8 business hours	no later than 16 business hours
2: High	The impact of the issue on customer's service is high. System is functioning, but the functionality is significantly limited. Periodic/ partial downtime or core functionality is inoperable. No workaround available	no later than 16 business hours	no later than 16 business hours
3: Normal	The user can continue using the system. The system is stable, but some functionality with medium/low impact on customer's service is not functioning as expected. Temporary workaround available	no later than 16 business hours	no later than 24 business hours
4: Low	Informational (usage questions, minor issues)	no later than 24 business hours	no later than 2-3 business days

siHealth procedures for managing support requests

The technical support team will create a ticket inside an internal IT ticketing system any time a request is submitted by a user, keeping it "open" until the request is solved satisfactorily for the user.
If the request includes several different issues, siHealth may create different tickets to track each issue or "sub-request". During exchanges with the support team, the user should reply to the last answer received to facilitate the handling of the requests and speed up the response time.
siHealth is not responsible for any technical guidance provided by any third parties that contradicts or impairs the ability of siHealth to provide the Premium Support Services.