

Appendix 2 to the ConnectiveOne Offer

(proposal to conclude an agreement for the provision of services
in the field of information technology
and computer Software)

Priority Support Service Tariffs and Procedure for Its Provision

Services	Priority Support packages		
	Free Support	Business	Enterprise
Self-service			
Access to the knowledge base on the corporate portal https://docs.connectiveone.io	yes	yes	yes
Communication channels			
Support in Service Desk	yes	yes	yes
Support via email	yes	yes	yes
Support in Telegram	no	yes	yes
Cobrowsing / Screenshare	no	no	yes
New releases			
Notifications of new releases and critical security updates	yes	yes	yes
Early-access testing before a production update (on request)	no	no	yes
Custom update schedule	no	no	yes
Ability to influence the product roadmap	no	no	yes
Customer success management			
Personal onboarding	no	yes	yes
Implementation recommendations based on best practices	no	yes	yes
Quarterly Business Review	no	no	no
Additional services			
Case priority management	no	no	yes
Guaranteed resolution time	no	no	yes
Individual proactive monitoring 24/7	no	no	no
Support packages			
Package cost per month	\$0	USD 300	on request
Support working hours	09:00–19:00 (Mon–Fri)	09:00–19:00 (Mon–Fri)	09:00–19:00 (Mon–Sun)
Target Uptime*	99%	99%	99.5%*
Incident** and problem response time	24 hours	5 hours	2 hours

Services	Priority Support packages		
	Free Support	Business	Enterprise
Response time for changes and consultations on product features	24 hours	5 hours	5 hours
Incident** priorities and resolution time intervals			
Critical	-	-	30 minutes
High	-	-	4 hours
Medium			72 hours

** The Provider does not warrant the availability of third-party services that are not the Provider's own development and with which ConnectiveOne may integrate.*

In the event of a cyberattack on the Customer's services (for example, DDoS, SQL injections, botnet attacks) or on a third-party service integrated with ConnectiveOne or a ConnectiveOne module, the Provider has the right to temporarily block access to ConnectiveOne until the attack ceases.

Unavailability of ConnectiveOne in all of the cases listed above must not be counted in Downtime (DT) when determining Target Uptime and is not deemed a breach of the service quality level.

*** Incident — a sudden and unforeseeable event that has resulted in partial or complete unavailability of ConnectiveOne.*

Resolution strategy: identifying the cause of the incident and eliminating it (if it falls within ConnectiveOne's area of responsibility), or finding and implementing workarounds to restore the normal operating mode of ConnectiveOne. The primary goal of the incident resolution process is the fastest possible restoration of the normal operating mode of ConnectiveOne, by any means without additional agreement with the Customer.

Within the proposed Priority Support packages, the Provider, during working hours, provides the Customer with consultations on the current functionality of the Software and its documentation through the communication channels of the relevant Package.

Working hours — the period of time from 09:00 to 19:00 daily, except Saturdays and Sundays, public holidays and the Provider's non-working days.

Knowledge base on the Notion portal — an electronic information resource hosted on the Notion platform that includes structured materials, instructions, answers to frequently asked questions, and other reference documentation provided to the User for independent review, training and problem-solving within the use of the Service.

Cobrowsing — shared screen viewing that allows a representative of the Provider (a support service operator) to see the User's screen in real time, solely with the User's permission and under the User's control, for the purpose of consulting, resolving technical issues or demonstrating the operation of the Software.

Quarterly Business Review (QBR) — a periodic analytical review conducted by a representative of the Provider once a quarter, for the purpose of summarizing the User's use of the Service, assessing the effectiveness of cooperation, presenting key performance indicators (KPIs), and providing recommendations for the further development and improvement of interaction with the Software.

Personal onboarding — an individualized process of initial setup, training and support of the User, conducted by an employee of the Provider or an authorized representative for the purpose of adapting the

User to working with the Service, configuring it properly, and ensuring the most efficient and comfortable start of using the Service in accordance with the needs and specifics of the User's activities.

Support request (Request) — a message transmitted by the Customer to the Provider through the Provider's Servicedesk system and other agreed communication channels of the relevant Priority Support Package.

Servicedesk system — the Provider's system with access via the internet at the link <https://evergreens.atlassian.net/servicedesk/customer/portal/23>, to which the Provider grants access to the Customer and through which the Customer submits Requests under this Agreement.

Response time — the maximum time, beginning from the moment the Provider accepts a Request (within the Priority Support hours), within which the Provider is obliged to fulfil the Request.

Request handling scheme:

- the Customer creates a Request for a consultation through the agreed communication channels of the relevant Priority Support Package;
- the Provider processes the Request, providing consultations to the Customer;
- after fulfilling the Request, the Provider sends the Customer a notice of closure of the Request with a description of the results through the agreed communication channels of the relevant Priority Support Package.

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