



Software as a Service Support & Availability

SERVICE SUPPORT OVERVIEW

Fry's eAssessment Platform Service Modules can be described as follows:

- eBooking - Exams, Events and Memberships
- Kaizen - ePortfolio/WPBA
- Kaizen - CPD/PCS/Revalidation
- Practique - Question Bank
- Practique - Written
- Practique – OSCE/PACES/SOE
- Practique - MMI

Fry's eAssessment Platform Service Modules are delivered with our standard support service included as part of the Service Module Licence Fees. Our standard support includes Online Service Desk, Online Knowledge Base, Regular Service Management Reviews, Continuous Product/Service Development and Access to Service Module User Groups. Any deviation from the standard services agreement and subsequently, standard Service Level Agreements ("SLAs") will be subject to Fry's agreement and provision of alternative service agreement terms. Fry's eAssessment Platform Service Modules use automated monitoring to ensure that the system is performing within internally set performance thresholds 24/7. Team members are automatically notified if any issues are identified. Additionally, our Service Modules include monitoring API endpoints to which the Customer can connect.

As part of the Implementation phase - Onboarding packages are procured. These are generally fixed price packages which include training, system familiarisation and onsite support, configuration, practice/pilot exams etc. Once in Business as Usual, our standard support model (summarised below) is then provided.

An overview of Fry's standard support services include:

SERVICE SUPPORT - STANDARD

- Standard Monitored Service Desk Support
- Standard Service Module Knowledge Base Support
- Service Module User Group Access
- Service Management Reviews
- Continuous Product/Service Development Releases

Alongside our standard support model, Fry offer a number of enhanced support options including but not limited to: Exam preparation support, Exam review and Quality Assurance, dedicated Exam day support (both onsite and remote), dedicated booking period support, dedicated onsite/remote support and additional training.



An overview of Fry's Enhanced support services include:

ENHANCED SUPPORT SERVICES – OPTIONAL (ADDITIONAL CHARGE APPLIES)

- Onsite Support
- Remote Telephone Support
- Out of Hours Support
- Training Packages
- Assessment Readiness Packages

STANDARD SERVICE ACCESS & AVAILABILITY

The tables below provide an overview of the Service Support Access & Availability:

Standard Service Desk Support	Notes / Description
9:00 A.M. to 5:00 P.M. Monday – Friday (GMT/BST) - Excluding UK Public Holidays	Online Access is available 24/7. Service Desk Tickets received out of office hours are assigned to the relevant support personnel to resolve and interact with the Customer representative within the defined SLA.

Standard Service Module Knowledge Base Support	Notes / Description
24x7x365	Online Access to Practique, Kaizen and eBooking Knowledge Base support where FAQ's, How-To's and Release Notes can be found.

Enhanced Onsite Support*	Notes / Description
9:00 A.M. to 5:00 P.M. Monday – Friday (GMT/BST – unless otherwise specified at the point of booking)	3 months' notice period required as standard (unless otherwise agreed with the customer) Dedicated onsite support personnel to respond and action immediately upon notification from the customer. Applicable for Exam Day support; Booking Period Support etc

Enhanced Remote Telephone Support*	Notes / Description
9:00 A.M. to 5:00 P.M. Monitored Monday – Friday (GMT/BST – unless otherwise specified at the point of booking)	3 months' notice period required as standard (unless otherwise agreed with the customer) Call forwarded to dedicated support team mobile phone and best efforts will be made to answer / action the call within 1hr Maximum. Applicable for Exam Day Prep or Dry-Run, Exam Day Support, Booking Period Support etc

*Optional Enhanced Support Packages available on request and subject to additional charge.

SERVICE LEVELS



Fry will provide escalated technical, Service Support to the Customer via service desk tickets as part of Business as Usual (“BAU”) on weekdays during the hours of 9:00 am through 5:00 pm GMT/BST, with the exclusion of UK public and bank holidays (“Support Hours”). Optional Enhanced Service Packages or Standard Professional Services can be provided upon request (3 months’ notice).

As part of BAU service support, Fry will respond to service related incidents and/or requests submitted by the Customer within the time frames described below. When reporting faults on the Service Desk, the Customer can indicate the level of priority of their issue, and the context to that issue.

Example SLAs for support of eAssessment Platform Modules (Practique, Kaizen & eBooking) are detailed below. Fry can also provide options for enhanced support for the Customer upon request and/or as per defined via the Readiness “Fit” process.

Each Priority and Categorisation will be assessed by Fry to ensure it meets the relevant criteria. In some cases the Priority and Categorisation may be changed after assessment. This ensures the Service Desk can work optimally on all tickets. Any such, any change will be discussed and explained with the customer via the ticketing system at a minimum.

Priorities	Day-to-Day Support
Priority 1 (Critical)	4hr Response and Next Business Day Resolution by Service Desk (UK business hours) Examples: <ul style="list-style-type: none">• System Access Failure• Complete loss of service• Exam day, Assessment event or Booking process prevention of service
Priority 2 (Important)	8 Business Hr Response by Service Desk (UK business hours) Examples: <ul style="list-style-type: none">• Significant feature in unavailable with no workaround available• Reduced quality of service• Intermittent issues• Errors in the system experienced by multiple users and unable to be resolved internally
Priority 3 & 4 (Normal)	16 Business Hr Response by Service Desk OR Customer Internal Resolution, supported by Knowledge Base Examples: <ul style="list-style-type: none">• Minor loss of function• Questions• Single user technical configuration or support• Account logins and passwords

SERVICE AVAILABILITY & MAINTENANCE

The Service shall have 99.9% availability, measured monthly, excluding UK public and bank holidays and scheduled maintenance. Scheduled maintenance affecting system availability will not exceed 8 hours per month and must be done outside customer UK business hours Mon-Fri (0800 to 1700) unless otherwise agreed with



the Customer. The Company will provide a minimum of four (4) weeks’ notice to the Customer prior to scheduled maintenance affecting system availability. Exceptions to this maintenance provision may be agreed upon with the Customer’s written consent (e.g. Annual large-scale updates / system maintenance; emergency security patches to address imminent vulnerabilities). From time to time, emergency maintenance may be required to prevent critical security breaches or maintain service performance for example. In such cases the Customer will be informed but the notice period may be shorter than a scheduled maintenance period.

If the Customer requests maintenance during business hours that results in any downtime, the service availability will be calculated with the exclusion of periods affected by such maintenance. Further, any downtime resulting from outages of third party connections or utilities or other reasons beyond the Company’s control will also be excluded from any such calculation. The Customer's sole and exclusive remedy, and the Company's entire liability, in connection with Service availability shall be that for each period of downtime lasting longer than [one hour], the Company will credit the Customer 2% of Service fees (on a monthly basis: i.e. annual Service fee divided by 12) for each period of 60 or more consecutive minutes of downtime; provided that no more than one such credit will accrue per day.

Downtime shall begin to accrue from the point at which the down time event is logged via the automated monitoring process and continues until the availability of the Services is restored. In order to receive downtime credit, the Customer must notify the Company in writing within 72 hours from the time of downtime, and failure to provide such notice will forfeit the right to receive downtime credit. Such credits may not be redeemed for cash and shall not be cumulative beyond a total of credits for one (1) week of Service Fees in any one (1) calendar month in any event. The Company will only apply a credit to the month in which the incident occurred. The Company’s blocking of data communications or other Service in accordance with its policies shall not be deemed to be a failure of the Company to provide adequate service levels under this Agreement.

BACKUPS & RECOVERY

The following table highlights the Fry standard Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for the eAssessment platform service modules:

Recovery Type	Example Description	Recovery Objective
RTO	Critical service failure (e.g Exam Day, Payment Processing)	2 hours
RTO	Non-Critical service failure (e.g. Non-Exam Day, Non-Exam Booking Periods)	24 hours
RPO	Single server / machine or single availability zone failure in region.	1 hour
RPO	Complete availability zone failure in region	24 hours

***NB - Service reliance, RTO and RPO may be dependent on 3rd Party providers such as AWS and Stripe therefore any RTO and RPO stated is indicative based on the example situations described.**

INTEGRATIONS SUPPORT

Ongoing support of eAssessment platform Integrations are handled as follows: Support covers any Fry changes, updates or maintenance required to the Fry Developed Kaizen API and integration layer, unless agreed otherwise with the customer. However, any maintenance support, changes (additions/deletions/amendments) or updates required to the integration layer or APIs once delivered that are as a result of a customer request or a 3rd Party change (e.g. 3rd party change their API) would result in the need for Fry Professional Services to be engaged at the agreed day rate.

STANDARD SERVICE REVIEW



Fry carry out service reviews with the Customer, typically twice yearly, to continually improve the partnership, identify areas of innovation or risk, plan support or training requirements and monitor service quality and performance. Where SLA's are not met and impact has a high severity, remedies are determined via Root Cause Analysis (RCA) and Service Improvement processes. If applicable, Service Credits will be applied alongside any RCA and Service Improvement identification.

Our Standard Service Delivery review model includes, but is not limited to:

- Updates regarding existing Service Module / Platform enhancements
- Review of SLA performance; RCA's, proactive and preventative improvements
- Identify innovative features, improvements or configuration usage requirements.
- Provide awareness of critical periods (for example, forthcoming exams days for the year, Booking periods, assessment events, additional support required etc)
- Understand, input and provide advice to the Customers strategic planning.
- Identify and collaborate on service improvement opportunities.

Typically Service Reviews will be held with key Customer stakeholders and Fry.