

Support Service Schedule

Version: 20240426

This Service Schedule for Support (the “**Support Schedule**”) sets forth the terms applicable to Support (as defined below) provided by eCommerceAfrica to Customer and is made part of the eCommerceAfrica Master Services Agreement (the “**Agreement**”).

Capitalised terms used but not defined in this Support Schedule have the meaning given them in the Agreement.

1. Defined Terms

“**Business Hours**” means the hours between 8:00am till 5:00pm (GMT+2), Monday through Friday, excluding South African public holidays, that Support will be available and respond to customer requests.

“**Case**” means a Reported Issue that is logged in eCommerceAfrica’s case tracking system and assigned a case number.

“**Designated Contact**” means individual natural person, whether an employee, business partner, contractor, or agent of Customer or its Affiliates who Customer or its Affiliate designates as the one point of contact for Support. Customer may change its Designated Contact at any time, though must promptly communicate that change to eCommerceAfrica in writing (email being sufficient).

“**Extended Hours**” means the hours between 6:00am till 10:00pm (GMT+2), Sunday through Saturday, including South African public holidays, that Support will be available and respond to customer requests.

“**Reported Issue**” means unexpected behaviours of the eCommerceAfrica Services that Customer perceives as not conforming to the Documentation.

“**Response Time**” means the amount of time between when Customer first submits a Case and when eCommerceAfrica acknowledges receipt of such Case.

“**Severity**” means the level of impact a Reported Issue is having on Customer's use of the applicable eCommerceAfrica Service and is used to establish initial target response times. Severity is established on a scale of P1 through P4.

“**Support**” means assistance to Customer with respect to how to use the eCommerceAfrica Services and resolving issues related to such use.

“**Third-Party Software**” means applications or software products, modules, or add-ons that are developed by third parties, and that may interoperate with the eCommerceAfrica Services,



the use of which software is governed by the applicable terms and conditions specified by such third party.

2. Submission of Reported Issues.

Customer may submit requests for Support to eCommerceAfrica through one of the following Support channel(s):

<https://support.ecommercafrica.com>
support@ecommercafrica.com

Reported Issues must be submitted through the eCommerceAfrica Support channels as a Case in order to help expedite problem response and resolution, and to help ensure that Support issues are appropriately triaged, tracked, and updated in a timely manner.

3. Standard Support Plan

The Standard Support Plan provides a Response Time for all Reported Issues based on Business Hours.

4. Extended Support Plan

The Extended Support Plan is offered for an additional fee, as an add-on to the Standard Support Plan.

Extended Support Plan provides a Response Time for all Reported Issues based on Extended Business Hours.

5. Severity Classification and Response Time Goals

Issues are classified according to the severity of impact on Customer's use of the eCommerceAfrica Services, solely as determined by eCommerceAfrica and according to the table below:

Severity Level	Severity Definition	Standard Support: First Response	Extended Support: First Response	Target Level of Effort
P1	<p>Critical — Critical Production Environment issue that severely impacts Customer's use of the eCommerceAfrica Services.</p> <p>The situation halts Customer's business operations and no procedural workaround exists.</p> <p>For example:</p>	2 Business Hours	2 Extended Hours	Continuously (24 hours per day, 7 days per week).



	<ul style="list-style-type: none"> eCommerceAfrica Services are down or unavailable Data integrity issues Critical documented feature/function is not available 			
P2	<p>High - Major functionality is impacted or significant performance degradation is experienced.</p> <p>The situation is causing a high impact to portions of Customer's business operations and no reasonable workaround exists.</p> <p>For example:</p> <ul style="list-style-type: none"> eCommerceAfrica Services are operational, but highly degraded performance to the point of major impact on usage. Important features of the eCommerceAfrica Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. 	6 Business Hours	6 Extended Hours	Continuously (24 hours per day, 7 days per week).
P3	<p>Medium - There is a partial, non-critical loss of use of eCommerceAfrica Services with a medium-to-low impact on Customer's business, but business can continue to function.</p> <p>Short-term workaround is available, but not scalable.</p>	1 Business Day	1 Business Day	As appropriate during eCommerceAfrica's normal Business Hours
P4	<p>Low - Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users.</p> <p>Acceptable workaround available.</p>	2 Business Days	2 Business Days	As appropriate during eCommerceAfrica's normal Business Hours



eCommerceAfrica will:

- i. Respond to Customer's applicable Designated Contact within the respective time period specified in the column of the table after the applicable Support Case is received and logged by eCommerceAfrica;
- ii. Make commercially reasonable efforts to restore the functionality of the applicable eCommerceAfrica Service to a state of reasonable operability (whether by applying a patch, workaround, temporary fix, update, or minor release of the eCommerceAfrica if available);
- iii. Provide subsequent updates to Customer's applicable Designated Contact regarding the status of problem resolution efforts within the respective time period specified in the column of the above table. Communication of closure for all issues will be mutually agreed upon.

6. Configuration Support Services

The Configuration Support Services is an optional add-on to eCommerceAfrica Services which is subject to the restrictions set forth in the applicable Order Form.

6.1. The Configuration Support Services provides a variety of configuration, maintenance, and support services to accommodate specific customer needs, which may include but not limited to:

- a) Configuration Changes: Customer may request configuration changes to the eCommerceAfrica Services. These changes include modifying settings, user roles, access permissions, and other system configurations to align with the Customer's evolving business requirements.
- b) Customer Customisations: eCommerceAfrica offers bespoke customisation service to cater to unique Customer requirements. This includes modifying or extending the functionality of the eCommerceAfrica Services to integrate with third-party applications, add new features, or tailor existing functionalities to better suit customer operations or changing business requirements.
- c) Customer Reporting and Analysis: Customer may request reporting and analysis services to gain insights into their eCommerceAfrica Services performance or usage. This includes generating and customising reports on transactions, end-user activities, sales data, and other key metrics, as well as conducting in-depth analysis to inform business decisions.

6.2. The Configuration Support Services are available to customers during Business Hours.

6.3. The Configuration Support Services specified monthly hours on the Customer's Order Form may accrue monthly over the Term.

6.4. Any hours not used by the end of the Term will not be credited, refunded, or carried over into any future term.



7. Third Party Software Support

eCommerceAfrica offers Support for Third Party Software where eCommerceAfrica has recommended the interoperability with a Third Party with eCommerceAfrica Services, even though the Third Party Software may be purchased directly by the Customer.

Such Support is limited to:

- i. First response to request and/or inquiry;
- ii. Gather information related to issue;
- iii. Initial triage of issue – identification of impacted feature/product/technology

For any Support issues outside of the Third-Party Software Support scope, the terms and conditions included on Customer's Order Form will apply.

8. Exclusions

The Support services provided herein are not available with respect to, and do not include, any of the following:

- i. Use of the eCommerceAfrica Services other than in accordance with the Agreement and relevant Documentation and related release notes;
- ii. Any other products or services not considered an eCommerceAfrica Service;
- iii. Assistance with third-party products, services, or technologies, except as provided in Section 5, including, but not limited to, assistance in implementation, administration, or use of third-party enabling technologies, such as, for example, databases, networks, or telecommunications systems;
- iv. Assistance with installation or configuration of hardware, including, but not limited to, computers, hard-drives, networks, or printers, at any location of Customer's;
- v. Troubleshooting issues with Customer's applications (whether third-party applications or those developed by or for Customer);
- vi. Support for any software code that is not part of the core software code for any eCommerceAfrica Service to which Customer then has active Order Forms;

If any of the exclusions in (i) through (vi) above apply, then eCommerceAfrica reserves the right to provide Professional Services to address the above at an additional charge to Customer, based on a mutually agreed upon Statement of Work.

9. Updates; Modifications.

Notwithstanding anything to the contrary set forth in this Support Schedule or the Agreement, eCommerceAfrica reserves the right to change its policies, procedures, and practices with respect to Support at any time, upon providing at least thirty (30) days' prior written notice thereof, which notice may be given by, among other possible methods, posting updated policies, procedures, or practices on eCommerceAfrica's web site for any eCommerceAfrica



Service. However, no such change shall materially reduce or diminish the level of Support provided to Customer hereunder.

