

Appendix 3 - Support Services

Service Desk

24/7 Candidate & Authorised User support is offered via the Platform or through the Sapia.ai website. Support is offered as self help chat, FAQ and through our Customer Support Team.

For support requests or inquiries about the Platform, you can contact the Sapia.ai Support Team by clicking the 'help' icon within the Platform, emailing support@sapia.ai, or speak with your named Customer Success Manager.

Incident Management

The availability of the Platform is 99.5% during the then current Subscription Term, excluding scheduled maintenance periods. Incident priority for a defect is determined using the guidelines below:

Priority	Definition
P1	Any defect that causes the Platform not to be available and unable to function properly in a production environment.
P2	The Platform is substantially operational but may have some features that are not functioning.
P3	A problem exists with the Platform's use, but it does not materially impact the Customer's use of the Platform.
P4	Any defect that does not significantly impede work or progress.

Response time and level of effort

You may submit an incident to the Customer Support Team through the methods referenced above under "Service Desk". Sapia.ai will use reasonable efforts to meet the target response times and target level of effort stated in the table below.

In the table below, "**Business Hours**" mean Monday-Friday 9am-5pm, excluding public holidays in the relevant Jurisdiction (please refer to your Agreement), and "**Business Days**" shall have the corresponding meaning).

Priority	Target response	Interim solution	Final resolution	Level of effort
P1	30 minutes	6 hours	24 hours	Continuously: 24 hours per day, 7 days per week
P2	2 hours	12 hours	10 Business Days	Continuously, but not necessarily 24 hours per day, 7 days per week
P3	1 Business Day	3 Business Days	20 Business Days	As appropriate during normal Business Hours
P4	1 Business Day	As agreed by Sapia.ai and the Customer	As agreed between Sapia.ai and the Customer	Variable

The above response times and resolution levels are applicable throughout the Subscription Term. For the avoidance of doubt, the above response times do not apply to the Implementation Period, unless otherwise agreed.

Escalation Process

To escalate an incident, the Customer should follow the escalation route below. If the Customer fails to get a response within a reasonable timeframe, the next escalation level can be invoked.

Level 1	Customer Success Manager	
Level 2	Maura van As Global Head of Customer Success maura@sapia.ai +65 8713 2710	Shannon John Account Director shannon.john@sapia.ai +61 422 247 633
Level 3	Johnny Yin Head of Engineering johnny@sapia.ai +61 420 845 979	Jon Daye Head of Data & Security Governance jon@sapia.ai +44 7962 401 401
Level 4	Barb Hyman Chief Executive Officer barb@sapia.ai +61 468 915 348	