

# BLUE PRISM

## GLOBAL PRODUCT MAINTENANCE AND SUPPORT TERMS

### 1. SUPPORT SERVICES

Blue Prism provides Support Services in relation to Blue Prism Software. The elements included in the Support Services vary according to the Tier specified in the relevant Agreement. The table below specifies which Support Services are included in each Tier. All Support Services are provided in the English language and are performed as a remote service.

Support Tier	Standard	Enterprise	Global Enterprise
<b>Maintenance Releases</b>	Included	Included	Included
<b>Ability for Authorised Contacts to log Support Cases</b>	Web portal only	Web portal, telephone and email	Web portal, telephone and email
<b>Number of Authorised Contacts</b>	Up to 3	Up to 5	Up to 10
<b>Target Response Time</b>	N/A	P1 Cases: 1 hour P2 Cases: 4 hours	P1 Cases: 30 minutes P2 Cases: 2 hours
<b>Target Resolution Time</b>	N/A	N/A	P1 Cases: 12 hours P2 Cases: 36 hours
<b>Service Hours</b>	Business Hours	Business Hours	P1 Cases: 24/7 P2 and Other Support Cases: Business Hours

### 2. DEFINITIONS

Terms defined in your End User License Agreement for Blue Prism Software have the same meaning when used in these Maintenance and Support Terms except where the context requires otherwise. The following defined terms shall apply to these Maintenance and Support Terms.

<b>Agreement</b>	The applicable End User License Agreement, SOW or other agreement under which Blue Prism agrees to provide Support Services.
<b>Authorised Contact</b>	Customer personnel who are authorised to log Support Cases with Blue Prism. To be nominated as an Authorised Contact a person must be familiar with the Blue Prism architecture and be capable of understanding the various components and terminology around the Blue Prism Software. They should also have sufficient system privileges to be able to implement any changes or recommendations given by Blue Prism Customer Service.
<b>Business Hours</b>	0900 to 1700 Monday to Friday in the Nominated Time Zone, excluding local public holidays.
<b>Error</b>	A failure of the Blue Prism Software, due to errors in the code, to perform in accordance with its Specification.
<b>Maintenance Releases</b>	New versions, major and minor releases, patches and updates of the Blue Prism Software.
<b>Nominated Time Zone</b>	The time zone specified in the Agreement.
<b>Other Support Case</b>	A Support Case that is not a P1 Case or P2 Case.
<b>P1 Case</b>	The entire Blue Prism Software is unavailable resulting in a critical impact on Customer's business.
<b>P2 Case</b>	Operation of the Blue Prism Software is severely impacted having a critical business impact on multiple automations.

<b>Service Hours</b>	The period of time during which Blue Prism Support Services will be available and during which Target response Times and Target Resolution Times (if applicable) will be measured.
<b>Support Case</b>	A request for Blue Prism to provide Support Services in relation to a suspected Error.
<b>Target Response Time</b>	The period of time from receipt of a Support Case during which Blue Prism will use its reasonable endeavours to acknowledge the initial notification of the Support Case, communicate an incident reference number and allocate a priority level.
<b>Target Resolution Time</b>	The period of time from the point at which it is confirmed by Blue Prism that a Support Case is due to an Error during which Blue Prism will use its reasonable endeavours to provide a resolution to the Error. Any period of time during which Blue Prism is unable to progress the Support Case due to any delay in providing information or collaboration by Customer will be excluded from this time. The target resolution may be the provision of a suitable Work Around. Where appropriate Blue Prism will continue to work towards a permanent correction of the Error as soon as reasonably practicable, but measurement of the Target Resolution Time will cease at the point at which a Work Around has been provided.
<b>Work Around</b>	A method, action or procedure recommended by Blue Prism which in Blue Prism's reasonable judgment avoids the effects of an Error.

### 3. ROLES AND RESPONSIBILITIES (ALL TIERS)

The Blue Prism Support Services are provided for the resolution of Errors in the Blue Prism Software. Customer should consider Blue Prism Support Services as part of its overall support requirements for other relevant types of support, which are not provided by Blue Prism and must be provided or procured by Customer.

Scope of Support	Responsibility	Definition
<b>Environment Support</b>	Customer	The hardware, virtual machines, operating systems, hosted environment, network infrastructure and underlying applications that will be automated using Blue Prism. This includes ensuring that such environments meet Blue Prism's minimum specified requirements.
<b>Product Support</b>	Blue Prism	Support Services provided by Blue Prism to resolve Errors in the Blue Prism Software as defined in these Maintenance and Support Terms.
<b>Process Automations Support</b>	Customer	Any Process Automations including custom objects that have been produced by or for the Customer for use with the Blue Prism Software.

When requesting Support Services Customer shall:

- log any Support Cases through Blue Prism's support portal or (where included under the applicable support tier) by email or telephone, providing such information as may be required according to Blue Prism's case logging procedure including detailed steps to describe and replicate the issue, details of investigations carried out, system event logs and process logs;
- permit Blue Prism at all reasonable times to access and use free of charge such of the Customer's personnel, premises, facilities and assistance as Blue Prism may reasonably require for the provision of the Support Services; and
- provide Blue Prism with such information as Blue Prism may reasonably require for the provision of the Support Services and ensure that all such information shall be provided in a timely manner and shall be complete and accurate.

### 4. EXCLUDED SERVICES

The following items are not included in the Support Services, and where Blue Prism agrees to provide any of them they will be chargeable according to Blue Prism's standard rates from time to time:

- all work undertaken outside the scope of Support Services as defined in these Maintenance and Support Terms (for example out-of-hours, onsite, provision of training in correct usage of Blue Prism Software); and
- Support Services provided in relation to any Error caused by:
  - use of the Blue Prism Software otherwise than as permitted or contemplated by the Agreement;
  - any modification of the Blue Prism Software by any person other than Blue Prism or a person authorised in writing by Blue Prism;
  - incorrect implementation or configuration of the Blue Prism Software (unless carried out by Blue Prism);
  - failure to implement any Maintenance Release supplied by Blue Prism to correct the Error;
  - use of the Blue Prism Software with any software or hardware which could, in the reasonable opinion of Blue Prism, adversely affect the operation of the Blue Prism Software unless such use has been approved in writing in advance by Blue Prism; or
  - any changes to the operating environment such as, but not limited to, changes to the database configuration.

## **5. MAINTENANCE RELEASES AND END OF LIFE PROCEDURE**

Access to Maintenance Releases is included for all Support Tiers.

Blue Prism will provide notification on its customer portal at least 12 months in advance of withdrawal of Support Services for any version of Blue Prism Software. Blue Prism further undertakes that each version will be supported for a minimum of 3 years from its official release date, as specified in its release note.

Further details are provided in the End of Life Procedure document published by Blue Prism.