

Schedule 1

Service Level Agreement

1. Support Services

1. Yggdrasil agrees to provide Client the following support services to ensure the operational readiness of the Gaming Platform:
 - a) Road Map Releases as defined in the Agreement, including but not limited to upgrades, updates, critical bug-fixes;
 - b) Fixes to the Gaming Platform and full maintenance and support of the Gaming Platform.
 - c) System optimization.
2. Yggdrasil may provide the Support Services itself or through sub-contractors including Yggdrasil Group Companies ("Service Provider"). For the purposes of this Schedule only, any reference to Yggdrasil shall include a reference to the Service Provider.
3. Yggdrasil agrees to provide Client with the Incident Management Process as specified in this Schedule.

2. Framework conditions for Support Services

1. During its business hours (Monday to Friday working days, 9:00 a.m. – 5:00 p.m. CET) ("Business Hours"), Yggdrasil agrees to perform the Support Services in order to uphold the operational readiness of the Gaming Platform. During these Business Hours, Client can report software faults to Yggdrasil through Yggdrasil's web-based application. Yggdrasil will provide Client with login details for one (1) account to access Yggdrasil's web-based application.
2. The Support Services are limited to issues related to the Gaming Platform. Maintenance or support in respect of connectivity problems, hardware related issues, damage to data centre infrastructure, DDOS attacks and similar is not the subject matter of this Schedule and will not be included in the Support Services.
3. The normal target resolution times are set out in Clause 5 below calculated from the time of receipt of an error report from Client in accordance with Clause 2.7 of this Schedule (a "Proper Error Report") by the Client. The error rectification by Yggdrasil will take place by means of remote maintenance through Yggdrasil's web-based application, as far as possible, or through general skype/email/telephone support.
4. Yggdrasil agrees to perform the Support Services to maintain continuity of Client's business operation, however, Yggdrasil cannot exclude that this would not cause disruptions to Client's business operations. Yggdrasil will, however, use all reasonable endeavours and applicable industry standards to minimise any disruptions to the extent possible.
5. Client shall ensure that its premises are secured from unauthorised access and use and information security processes should include the implementation of programs and practices to protect Yggdrasil's Confidential Information from unauthorized access, use, copying, disclosure, disruption, modification, or destruction and ensure that an adequate audit trail of any actions is created.
6. Client shall appoint a main responsible person and a deputy for the implementation of this agreement. Client shall ensure that these persons have the necessary technical experience, are

very familiar with the Gaming Platform and its implementation with Client and be authorised to make relevant decisions.

7. Insofar as an error occurs with the Gaming Platform, Client undertakes to immediately provide Yggdrasil with a concrete, traceable and precise error message, which shall be comprised of all information that make Yggdrasil able to limit the causes of the errors and define the strategies for error rectification. This specifically includes information about the type of error, the description of the system status when the error occurred, the components affected by the error and the frequency of the error's occurrence. As far as possible, further information (such as screenshots, error protocols) should be provided.

3. Incident Management Process

A basic incident report and tracking system will be implemented between the Parties in order to monitor the progression of all incident reports from their initial logging to their ultimate resolution. For the avoidance of doubt, Yggdrasil currently utilizes the web-based application "FreshDesk" as the primary method of reporting and tracking incidents and prioritizes the quick turnaround and resolution of incidents above their practical administration. Yggdrasil retains the right to change the web-based application at any time provided it will inform the Client in accordance with the terms of this Schedule.

4. Incident Categories

All incidents shall be graded against this scale by Yggdrasil based on severity and impact:

- **Category 1 - Urgent** – A complete loss of service, or the operational teams are unable to operationally manage the Games due to unavailability of key management tools.
- **Category 2 - High** - The significant or degraded loss of service. By way of example only, no end users can access more than 50% of the Game catalogues due to a category 2 incident.
- **Category 3 - Medium** - A minor loss of service or function. e.g. a minor product flaw is exposed that requires a work around.
- **Category 4 - Low** - The system is working largely as normal, but with a bug or issue related to a peripheral function.

5. Incident Resolution

The target resolution times for all graded incidents shall be:

- **Category 1** - Yggdrasil shall begin work on issue/error within 1 hour of report and will commit resources during Business Hours including bank and public holidays until an acceptable resolution is achieved.
- **Category 2** - Yggdrasil shall begin work on issue/error within four (4) hours of report and will commit resources during Business Hours basis including bank and public holidays until an acceptable resolution is achieved.
- **Category 3** - Yggdrasil shall find and plan a resolution for issue within three (3) Working Days of reporting and will commit acceptable resources to ensuring an acceptable resolution is achieved as quickly as is reasonably possible thereafter. Where said resolution requires a new version of the relevant gaming application to be released, Yggdrasil shall not be obligated to

perform such a release as quickly as is reasonably possible, but shall inform Client of such circumstances and of its timing for resolving the incident by making the required release of a new version of the relevant gaming application.

- **Category 4** – Yggdrasil shall find and plan a resolution for issue within five (5) Working Days of reporting and shall inform Client of such plans. The Parties agree that the subsequent resolution of the issue shall occur within a future release of a new version of the relevant gaming application.

Client shall categorize all incidents in the first instance. In circumstances where Yggdrasil disagrees with the specific categorization of an incident Yggdrasil retains the right to amend the categorization according to clause 4 of this Annex.

6. Incident Escalation

If any incident is not adequately resolved to the satisfaction of either the Yggdrasil or the Client within twenty-four (24) hours of report or is designated as a Category 1 or Category 2 incident, then all such incidents shall be escalated as follows:

- **Category 1** - Immediate escalation after report to Duty Manager and to Senior Management of the Parties.
- **Category 2** - Immediate escalation after report to Duty Manager, two (2) hours after report, also escalated to Senior Management of the Parties.
- **Category 3** – twenty-four (24) hours after report, escalated to Duty Manager and to Senior Management of the Parties.
- **Category 4** - Never escalated, but it is recorded and notified.

7. Releases / Updates process

A party shall inform the other Party regarding: i) time frames for planned releases at least twenty four (24) hours prior to the release, and ii) the cancellation of a scheduled downtime at the earliest possible time prior to the date of the scheduled downtime.

Upgrades and Road Map Releases shall be managed by the Yggdrasil. Client shall inform Yggdrasil about planned releases and/or scheduled downtime or cancellation of scheduled downtime via their designated service/account manager.

8. Contact details

A party shall inform the other Party via the designated account manager regarding changes to web-based application and contact information at least two (2) weeks prior any change.

For service requests, error and incident reporting, Client shall contact the Yggdrasil through the Yggdrasil's web-based application or send email to support@yggdrasil.freshdesk.com.

Schedule 2

Hardware procurement and maintenance

Yggdrasil shall provide to the Client recommendation as to the appropriate hardware requirements and the technical setup suitable for the hosting and operating the Gaming Platform, including the Games, and for storing Gaming Data.

Yggdrasil shall identify a suitable provider of hosting and connectivity services ('Hosting Provider') and shall make appropriate arrangements for the said Hosting Provider for the procurement or provisioning, as the case may be, of suitable hardware, provision of hardware colocation and hardware maintenance services, for the provision of cloud-based services, ancillary infrastructure, internet connectivity, hosting of the Gaming Platform, including the Games and associated Gaming Data, to be used by the Client solely for the purpose of the Enterprise ('Third Party Services').

Yggdrasil shall, with assistance from the Client as may be required, carry out capacity planning for hardware and connectivity and shall liaise with the Hosting Provider to procure any such required additional capacity.

Yggdrasil shall use best endeavours to ensure that the Hosting Provider adheres to the best industry practices with respect to information security.

Yggdrasil shall ensure that the Hosting Provider affords to the authorised personnel of Client, who have been notified as such in advance by the Client to Yggdrasil, reasonable access to the Gaming Platform.

In case the agreement between Yggdrasil and the Hosting Provider is terminated for any reason or threatened to be terminated, Yggdrasil shall use its best endeavours to substitute the Hosting Provider with another one, with least possible interruption of service to the Client. However Yggdrasil does not guarantee that there will be no interruption of service and shall not be liable for any such interruption. The Client shall cooperate with Yggdrasil and follow Yggdrasil's instructions in order to make a substitution of Hosting Provider the least disruptive.

The Client acknowledges and agrees that the use by the Client of the Third Party Services are subject to the terms and conditions imposed by the Hosting Provider and, therefore, the Client agrees to abide by the terms of use as may be imposed by the Hosting Provider and notified to the Client by Yggdrasil.

The Client agrees that the Hosting Provider disclaims any liability towards the Client in relation to Third Party Services to the largest extent remissible by law. Yggdrasil shall not be liable for unavailability of the Gaming Platform and/or Games, whether due to interruption in internet connectivity, hardware malfunction or any reason relating to the provision of Third Party Services.

The Client shall not resell any the Third Party Services and shall only use them for the Enterprise