

Efficiency Leaders – Support Services Agreement

Version: 1.1

Effective Date: 17 September 2025

1. Introduction

1.1 This Support Services Agreement ("Support Agreement") outlines the standard support services offered by Efficiency Leaders to the Customer under the Master SaaS Agreement and Accepted Proposal.

1.2 Capitalised terms not defined herein shall have the meaning given in the Master SaaS Agreement.

2. Definitions

- **Authorised Contact** – Customer-nominated personnel responsible for liaising with Efficiency Leaders support team.
- **Business Hours** – 9:00am to 5:00pm, Monday to Friday, New South Wales local time (including daylight saving time), excluding NSW public holidays.
- **Out-of-Scope Support** – Services not included in standard Support Services and which may incur additional fees.
- **Severity Level** – The assigned priority of an issue based on business impact, used to determine initial response times.

3. Scope of Support Services

3.1 The following are included in the support services:

- Access to the online support portal
- Troubleshooting of functional errors and platform issues
- Assistance with system configuration and operational questions
- Application of standard patches and bug fixes
- Coordination of third-party integrations where applicable

3.2 Support includes all modules available within the RapidP2P Platform.

4. Accessing Support

4.1 Support requests must be submitted via the online support portal at:

<https://support.efficiencyleaders.com>

4.2 Customers must provide sufficient information, including severity classification, reproduction steps, and any relevant screenshots or documents.

5. Severity Levels and Response Times

Critical: Platform is completely inoperable or inaccessible. *Initial Response Time: 2 Business Hours*

High: Major functionality impacted; workaround not available. *Initial Response Time: 4 Business Hours*

Medium: Minor feature issues or performance degradation; workaround exists. *Initial Response Time: 2 Business Days*

Low: Cosmetic issues or general enquiries. *Initial Response Time: 5 Business Days*

5.1 These response times are estimates and indicate initial acknowledgement, not resolution.

5.2 Support agents will remain the primary contact for each request, manage escalation internally and provide status updates.

6. Business Hours and Availability

6.1 Standard support is provided during Business Hours as defined in Section 2.

6.2 After-hours support or weekend coverage may be available by prior arrangement and may incur additional charges.

7. Out-of-Scope Support

7.1 The following are considered out-of-scope and may incur fees:

- Issues arising from non-supported third-party modifications
- User training or re-training
- Development, enhancement services, change requests, configuration or other tasks
- Support for versions beyond the supported lifecycle (see Section 8)
- Resolution of errors caused by the Customer's network, environment, or misuse

7.2 Out-of-Scope Support is billable at Efficiency Leaders' rates unless otherwise agreed in writing.

8. Version Support Lifecycle

8.1 Efficiency Leaders will support:

- The latest major version and its point releases
- The immediately preceding major version for up to six (6) months after release of a new version

8.2 Continued support beyond the standard lifecycle may be offered subject to additional fees (e.g. non-compliance support fee).

9. Third-Party Dependencies

9.1 The Platform integrates with third-party solutions, including ABBYY FlexiCapture and Peppol.

9.2 While Efficiency Leaders will act as an intermediary to assist resolution, we are not responsible for third-party system outages or delays.

9.3 Customers are responsible for ensuring any required third-party licences are obtained and maintained.

10. Conditions of Service

10.1 Customers must:

- Assign at least one primary and one backup Authorised Contact
- Ensure Authorised Contacts are trained and available to support incident resolution
- Provide timely access and information as requested by the Efficiency Leaders support team.

10.2 Support will not be provided for:

- Customised versions not developed by Efficiency Leaders
- Beta or evaluation environments
- Products or configurations not specified in the Accepted Proposal

10.3 Delivery and support of the Platform may reference or rely upon content defined in the accepted Solution Design Document (SDD), Solution Integration Document (SID), and/or Onboarding Plan, which collectively define scope, integration, and project milestones.

11. Limitation of Liability

11.1 Support is provided on a best-effort basis. Efficiency Leaders does not guarantee resolution of all issues.

11.2 Efficiency Leaders shall not be liable for failure to meet response times or for third-party service disruptions.

11.3 Refer to the Master SaaS Agreement for full limitation and indemnity clauses.

12. Bug Fixes

12.1 Bug fixes may be deployed by Efficiency Leaders without prior notice as part of ongoing service maintenance. The Customer may be asked to validate that the fix resolves the reported issue and is responsible for promptly reporting any residual problems.

13. Relationship to Master Agreement

13.1 This Support Services Agreement forms part of the Agreement between Efficiency Leaders and the Customer and is subject to the terms of the Master SaaS Agreement.

14. Version Control

- 1.0 Initial Document
- 1.1 Updated Section 5 for responsiveness

End of Document