

**ANNEX B**  
**ELIXIR PLATINUM SUPPORT SERVICES ADDENDUM**  
**TERMS AND CONDITIONS**

1. DEFINITIONS

“Error” means either (a) a failure of the Licensed Software or Solution to conform to the specifications set forth in the Documentation resulting in the inability or material restriction in or adverse interference with the Licensee’s use of the Software, and/or (b) a problem requiring new procedures, additional information and/or requests for enhancements.

“Update” means Software modifications, updates, improvements or additions that correct Errors, or a procedure or routine that eliminates the practical adverse effect of the Error on the Licensee that is generally provided by Elixir without additional charge to the Licensees that are parties to the Software Standard Support and Maintenance Agreement with Elixir.

“Upgrade” means any enhancement/modification, improvement or revision of the Software released by Elixir to the Licensee generally, to add new and different functions or new applications, or to increase the capacity of the Software and is not solely: (a) an Error Correction; or (b) an Update or a part thereof. Upgrade does not include the release of a new product or added features for which may be a separate charge.

2. Billing. The Platinum Support Services (“PSS”) is a prepaid service and all fees and any applicable taxes are due upon acceptance of this PSS. Elixir must be in receipt of an Order, cheque, or other acceptable forms of payment before Elixir begin providing Services. Elixir will invoice Licensee for any additional Services rendered and expenses incurred. Our invoices are payable within 30 days of receipt by Licensee.

3. Updates. Elixir will make reasonable efforts to provide an Update designed to solve or by-pass a reported Error. If such Error has been corrected in a Maintenance Release, the Licensee must install and implement the applicable Maintenance Release; otherwise the Update may be provided in the form of a temporary workaround, fix, or procedure, to be used until a Maintenance Release containing the permanent Update is available.

4. Maintenance Releases and Upgrades. During the Support Services Term, Elixir shall make Maintenance Releases available to the Licensee if, as and when Elixir makes any such Maintenance Releases generally available to the Licensee. If a question arises as to whether a product offering is an Upgrade or a new product or feature, Elixir's opinion will prevail, provided that Elixir treats the product offering as a new product or feature for the Licensee generally.

5. Conditions for Providing Support. Elixir's obligation to provide Support Services is conditional upon the following that: (a) the Licensee makes reasonable efforts to correct the Error after consulting with Elixir; (b) the Licensee provides Elixir with sufficient information and resources to correct the Error either at Elixir Support Center or via remote access to the Licensee's site, as well as access to the personnel, hardware, and any additional software involved in discovering the Error; (c) the Licensee promptly installs all Maintenance Releases; and (d) the Licensee procures, installs and maintains all equipment, telephone lines, communication interfaces and other hardware necessary to operate the Software.

6. Pre-Requisites. When delivering the PSS Services, Elixir will base on the following Prerequisites: (a) Services will be provided remotely to Licensee's locations in Singapore unless otherwise set forth in an Exhibit to this PSS. Where onsite visits are mutually agreed and not pre-paid, Licensee will be invoiced for reasonable travel and living expenses where applicable; (b) Support for those Elixir products that have entered the Extended Support Phase, as defined on the website or any other publications or materials, will be charged on an hourly basis; (c) All Services, including any additional Services purchased during the term of this PSS shall be forfeited if not utilized during the term of the applicable PSS; Additional Prerequisites may be set forth in relevant Exhibits.

7. Exclusions from Elixir's Support Services. Elixir is not obligated to provide Support Services in the following situations: (a) where the Software or the designated equipment has been operated in a manner other than as specified by Elixir; (b) where the Software has been changed, modified, revised, varied, translated, altered or damaged (except if under the direct supervision of Elixir); (c) where the Error is caused by the Licensee's negligence, hardware malfunction, a fault in the designated equipment, diagnosis or correction of faults not associated with the Software or other causes beyond the reasonable control of Elixir; (d) where the Software or the designated equipment has been used by a person not in the employment of the Licensee or the Licensee failed to provide suitably trained personnel to use and operate the Software; (e) where the Error is caused by third (3<sup>rd</sup>) party computer programs software or applications not licensed through Elixir; (f) where the Software is installed on hardware or operating platform not supported by Elixir; (g) where the Licensee has not installed and implemented Maintenance Release(s) so that the Software is a version supported by Elixir; (h) where enhancements designed to extend the Software to provide facilities not contained in the operating specifications or otherwise were not contemplated by the parties at the commencement date; or (i) where the Licensee has not paid the Support Services fees when due.

8. Scope of Support Services. The below scope of support services outlines the items covered by this support agreement.

8.1 Helpdesk support for components of live application developed by Elixir:

8.1.1 A designated support email address will be created for issuing of ticket numbers for related support queries.

8.1.2 A monthly incident report will be consolidated and emailed to the

system owner.

8.1.3 System users to use the support email address to send support queries, an issue reporting form will be used to report their issues and send their accompanying screenshots.

## 8.2 Application support:

8.2.1 System engineers to send issue reporting form with Ambience/MongoDB logs, screenshots and description to designated support email to report any issues at the server level.

8.2.2 Elixir Support to send service request form with instructions to system engineer requesting for extraction of additional logs or information from the virtual machines (VMs) and have them emailed to the support email address.

## 8.3 Corrective/Preventive Maintenance (Onsite):

8.3.1 Applies to patches and upgrades of the Ambience and MongoDB Servers configured and installed by Elixir, Elixir Support to advise if downtime is required for the maintenance work.

8.3.2 Elixir Support to send service request form with instructions to the system engineer requesting to deploy attached files to a drop point on the VMs via email.

8.3.3 Elixir Support to go onsite and access the drop point for the required files to deploy to the environments.

8.3.4 Preferred approach; first visit to deploy to UAT server and test followed by subsequent visit to deploy to production upon successful user acceptance testing (UAT).

## 8.4 Corrective/Preventive Maintenance (Offsite):

8.4.1 Applies to patches and upgrades of the Ambience and MongoDB Servers, Elixir Support to advise if downtime is required for the maintenance work.

8.4.2 Elixir Support to send SR form with instructions to the system engineer requesting to deploy attached files to UAT environment via email.

8.4.3 System engineer to deploy and update via email on the results of the deployment test in UAT, sending requested screenshots and/or log files to verify successful deployment.

8.4.4 Elixir Support to repeat steps #2 and #3 until deployment and testing is successful.

8.4.5 Elixir Support to send service request form with instructions to FM Team requesting to deploy attached files to production environment via email.

8.4.6 FM Team to deploy and update via email on the results of the deployment test in production, sending requested screenshots and/or log files to verify successful deployment.

8.4.7 Elixir Support to repeat steps #5 and #6 until deployment and testing is successful.

## 9. Severity Level Definitions

Below are the severity level classifications and their respective response and resolution timings:

Severity Level	Definition	Response Time	Status Reporting	Resolution Time
1	These problems affect the System such that system users are unable to perform their business functions. These include: - System unavailability; - Security incident; - Majority of users are affected (> 50% of the users); and - Disruption of System services to the public.	Within 2 hours	Every 4 hours	Within 24 hours
2	These are problems which affect a particular process for which there are existing temporary alternatives to bypass the problem.	Within 2 hours	Daily	Within 4 working days
3	These are problems that have minimum or no impact on the system users' ability to perform its functions.	Within 2 hours	End of Problem Resolution	Within 7 working days

10. Termination of Support Services. Elixir reserves the right to discontinue the Support Services should Elixir, in its sole discretion, consider the same to be no longer economically practicable. Elixir will give the Licensee at least three (3) months, prior written notice of any such discontinuance of Support Services and will refund any unaccrued Support Services fees the Licensee may have prepaid with respect to the affected Software. Elixir shall have no obligation to support or maintain any version of the Software or operating system except (i) the then current version of the Software and operating system, and (ii) the immediately preceding version of the Software and operating system for a period of six (6) months after it is first superseded. Elixir reserves the right to suspend performance of the Support Services if the Licensee fails to pay any amount that is payable to Elixir under the Agreement within thirty (30) days after such amount becomes due.