

# Standard Support Services

These standard support services apply to the provision of 3CT's products and services to its resellers and end customers (Clients), subject to the terms of each Client agreement. 3CT may modify the terms and conditions of these standard support services from time to time. 3CT will use best endeavours to notify its Clients of any such modifications.

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## 1.0 Service Request Process

- a) All support requests must be sent by email to: [support@3ctech.com.au](mailto:support@3ctech.com.au)
- b) 3CT will initiate a response by opening a ticket in on its support system.
- c) Client will be notified by email of progress updates.

## 2.0 Support Hours

- a) 3CT's standard support hours are 9am - 4pm AEST, Monday to Friday, on business days in Queensland, Australia. Public holidays and standard holiday shut-down periods are excluded.
- b) Any support services provided by 3CT at the request of Client outside the standard support hours may require payment by the Client of an additional charge to 3CT at its prevailing applicable rates for extended support services from time to time.

### 3.0 Support Request Classification and Response

3CT will classify each support request into one of three categories and provide a response to each category as follows:

Critical Priority	
<b>Definition</b> An issue that affects the core 3CT services platform and impacts multiple clients. For example, an inability to access cloud software or a communications network outage.	<b>Response</b> 3CT will use best endeavours to respond within 4 hours during standard support hours, or within 8 hours if request is made outside of standard support hours; and 3CT's objective is to resolve the issue as soon as possible.
Major Priority	
<b>Definition</b> An issue that impacts the Client's ability to receive the agreed 3CT services. The issue will have a major negative impact on the client's successful completion of a project or delivery of the services to an end client.	<b>Response</b> 3CT will use best endeavours to respond within 4 hours during standard support hours, or within 8 hours if request is made outside of standard support hours. 3CT's objective is to resolve the issue within 3 business days.
Minor Priority	
<b>Definition</b> An issue that does not impact the delivery of agreed 3CT services to an extent that it has a significant impact on the Clients' business or project.	<b>Response</b> 3CT will use best endeavours to respond within 1 business day. 3CT will place the issue in its backlog to be fixed upon priority.

### 4.0 Maintenance and Updates

- a) 3CT may provide periodic updates of 3CT products that may incorporate:
  - i) corrections of any substantial defects;
  - ii) maintenance and updates to software, hardware and network;
  - iii) fixes of any minor bugs; and
  - iv) at its sole discretion, enhancements to 3CT products.
- b) The Client acknowledges that 3CT may not notify it of any outages required for maintenance and upgrades, however 3CT endeavour to undertake such work outside of business hours.

### 5.0 Limitations and Exclusions

- a) 3CT's support services are subject to the terms of support provided by third party licensors, as applicable. 3CT is not responsible for defects, outages or other issues caused by the product or service of a third party licensor.
- b) Third party licensors may release upgrades to software. The Client may be required to comply with the terms of any such third party licensor in connection with an upgrade, including payment of additional fees.

- c) These support services do not apply to the extent that a separate warranty applies. For example, the manufacturer's warranty applies to all hardware. A separate warranty may apply to hardware installation, as specified in an Order Form or SOW. 3CT has no obligation to undertake any maintenance or cleaning of hardware which is additional to the terms of such warranties.
- d) 3CT has no obligation to provide on-site support or Client training unless the Company specifically requests it and the Company agrees to pay the associated costs specified in an Order Form or SOW, or which are otherwise notified by 3CT to the Company from time to time. On-site support costs may include charges for 3CT's reasonable personnel, travel and lodging.
- e) 3CT support staff may require remote access to the Client's system to evaluate and diagnose problems. Support requests may be downgraded in priority if Client does not provide 3CT with remote access in a timely manner.
- f) 3CT will have no obligation to provide support or maintenance in the case of: (i) altered or damaged software or hardware by a party other than 3CT; (ii) problems with the hardware or software caused by Customer's negligence, abuse or misapplication, or unauthorised use; (iii) other causes beyond the control of 3CT.

## 6.0 Additional Support

- a) Additional professional services may be purchased by a Client as specified in an Order Form or SOW.
- b) Fees for any additional support services which are not specified in an Order Form or SOW will be based on 3CT's prevailing applicable rates for additional support services from time to time.