

## SKF Technical Support Group (TSG) SERVICE LEVEL AGREEMENT (SLA)

### Article 1. INTERPRETATION

The following definitions and rules of interpretation apply in this Appendix.

#### 1.1 Applicability

- (a) *Framework Contract*: Reference is made to the General Terms (as applicable) and the relevant Purchase Contract(s) for the provision of Services by (or on behalf of) Contractor (collectively herein referred to as the "Agreement").
- (b) *Scope*: This Agreement details Contractor's applicable service levels offered which forms an integral part of the Agreement.

Unless otherwise defined, all capitalised words and expressions will have the meaning as detailed in this Appendix and the meanings as are assigned to them in the Agreement. In the event of a discrepancy, this Appendix shall prevail, unless explicitly stated otherwise.

#### 1.2 Definitions

'Advanced Support Services' is a means in which the Company can purchase - at an additional cost outside the original Purchase Contract - advanced services outside the scope of standard Technical Support as defined by the Contractor.

'Agreement' or 'Service Level Agreement' means the agreement to which this Appendix relates as described herein for product or services listed in the Purchase Contract.

'Availability' means the Actual Uptime expressed as a percentage of the Scheduled Uptime for a particular system, Application, Software, equipment, Platform or any other part of the Services and as described in more detail in the Service Level Table.

'Application' or 'Software' means the software or computer program described in the Purchase Contract, including any Documentation and/or future Releases.

'Business Day' means 24 hours during the End User's business working week and excludes public holidays within the business region.

'Company' means the party as identified in the Agreement, which may be defined as "Company", "Customer", or "Licensee" (as applicable) and which party is the purchaser and/or beneficiary of the Services of Contractor.

'Contractor' means the party as identified in the Agreement (SKF Machine Health), which may be defined as "Contractor", "Vendor", "Supplier", "Supplier Company", or "Licensor" (as applicable) and which party is the provider of the Services under the Agreement.

'Incident' or 'Fault' means any failure of the Software to operate in all material respects in accordance with the associated specification and/or documentation, including any failure or error referred to in the Service Level Table and any Application Interrupts. The prioritisation of Incidents is defined in the table below.

'Key Measures' mean the KPIs which are reported, but not subjected to service credits.

'Personnel' means, as appropriate, any individual, contractor or employee working for Company or any individual, contractor or employee working for Contractor to provide services for Company.

'Platform' means the operating system environment on which the Software will run.

'Purchase Contract' means a Company's written order or contract for specific services or goods as defined in the Agreement, which may be defined as "Purchase Order", "Order", or otherwise (as applicable), and which incorporates the terms of the Agreement.

'Release' means such consecutive generally available releases of the Software as Supplier decides to market in the normal course of its business. The term Release shall include the following deliverables including a license to use the same:

- Patches which shall include error corrections made as a result of the identification of errors in the Software;
- Maintenance Releases (MR) which shall include sustaining functionality and corrections made as a result of identification or reported limit in functionality or errors in the Software;
- Updates, Upgrades which at least shall include patches; and

- Versions which shall include all patches/updates/upgrades issued since the Release of the previous version together with any versions for alternative Platforms and any improvement of and additions to the functionality of the previous Release.

'Resolution' means a correction of a Fault or Incident; or a workaround in relation to a Fault (including a reversal of any changes to the Software if deemed appropriate by the Contractor) that is reasonably acceptable to the Company.

'Resolution Time' is the time from the call being opened to the time when service is restored, whereupon the ticket is closed. However, in practice, the nature of the issue and business impact needs to be born in mind.

'Service Desk' means the technical support department and may also be defined as "help desk", "Technical Support Group", "TSG", "Technical Support".

'Service Hours' means the window-during which the Services are provided.

'Service Target' means the percentage of an amount/target that needs to be achieved by Contractor.

- (a) Above Target: Performance is "Above Target" if it is "On Target" for 8 consecutive months or longer.
- (b) On Target: Performance is "On Target" if it meets or exceeds the agreed Service Level for any given month - service status is designated as "Green".
- (c) Below Target: Performance is "Below Target" if it is below the agreed Service Level and exceeds the minimum Service Level for any given month – service status is designated as "Amber".
- (d) Failing: Performance is failing if it is below the minimum Service Level for any given month – service status is designated as "Red".

'Services' means all services as described in the Agreement and this appendix including any Maintenance or Support. With respect to any given Purchase Contract the term "Services" means any of such services specified in the Purchase Contract. The term "Maintenance & Support" is also used in this appendix to refer to Services.

'Severity Level' refers to the Severity assigned for application support dependent upon the nature and Criticality of the issue. See section 1.5.

'Support' or 'Technical Support' or 'Support Services' means all support services provided by Contractor under the Agreement and any Purchase Contract issued. Supplier agrees to work in conjunction with Support model (see image below) Supplier agrees to track incidents with unique ticket numbers to properly track, report, and trend issues.

'Support Request' or 'Request' or 'Ticket' or 'Case' or 'Incident' means a request made by the Company or End User in accordance with this Appendix for Services (which may be a call, email or otherwise) in respect of the Software and including handling and managing of Incidents and providing a Solution for them pursuant to the agreed terms and conditions.

'Support Period' Unless stated otherwise herein, the effective period of the Agreement. All initial capitalised terms in this schedule shall have the meaning given to them in the Agreement.

'Service Tier' refers to the channels for provisioning Services as referred to in the Table below and/or otherwise as specified in the Agreement.

### 1.3 Supported Software

The Supported Software is:

SKF Software; any other software which the Supplier and Company agree should be Supported Software for the purposes of this agreement including, if appropriate, the software listed in the Purchase Contract.

In relation to Software Updates, Releases or New Versions:

Contractor shall keep the Company informed of any planned or actual technical or business developments, whether of the Supplier or of any relevant third party that may, in the reasonable opinion of the Supplier, be likely to affect the Software; and inform the Company of any planned or completed new Version; and offer to the Company the opportunity to examine any new Version and any tests or results of tests of such new Version that the Supplier may carry out, or may have carried out; and at the Company's request, install and integrate such new Version into the Software, over the course of an active Software Subscription or Product Support Plan.

The Supplier will not be obligated to provide support on any other Software component which is required by the Company and provided by a Third Party as part of the Services and which accordingly becomes part of the supported Software;

The Supplier will not be obligated to provide support on SKF Software which is not covered under a current Product Support Plan;

The Supplier will not be obligated to provide Technical Support on SKF Software which is two (2) revisions behind the current released version; however, at the Supplier's discretion, the Company may be given the option to purchase Advanced Support Services to cover obsolete Software support.

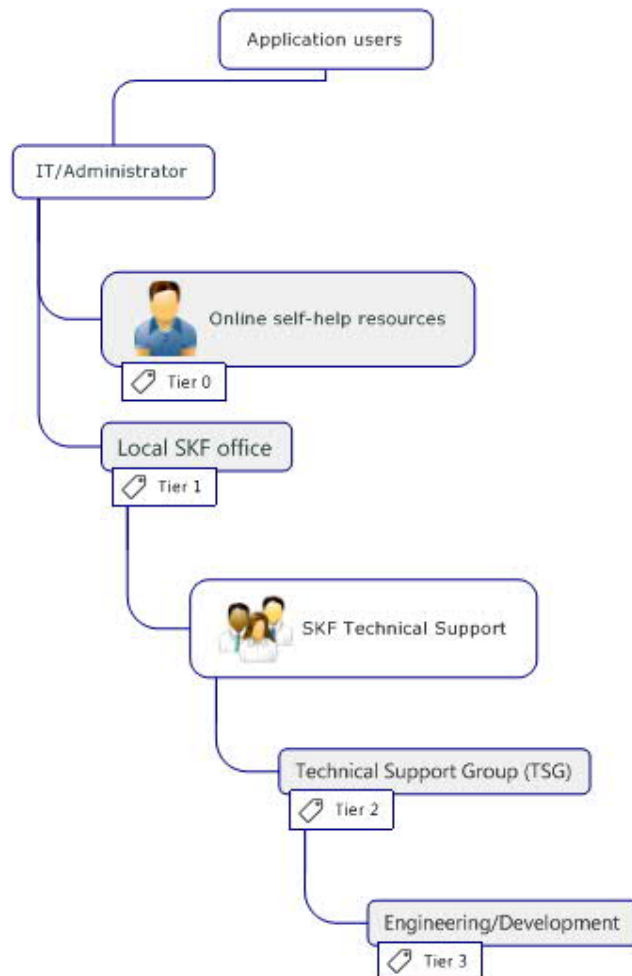
#### 1.4 Service Tiers

Incident Management is the process by which an unplanned or unexpected event that is not part of the normal IT service operating conditions is discovered, reported, tracked, resolved and results communicated back to the user.

The objective of Incident Management is to restore normal operations (as defined within Service Level Agreement limits) as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price.

Incident Management includes any event which disrupts, or which could disrupt, a service. This includes events which are communicated directly by users, either through the Service Desk or through an Incident management tool. Incidents may occur in any of the components required to deliver an IT service such as applications, servers, telecommunications and procedures or be related to company security.

The scope of the process is to detect, record and classify incidents and to provide support, which may require multiple levels investigation and diagnosis to restore and recover service before the incident can be closed. The process clearly establishes ownership of each incident through its lifecycle and the responsibility to monitor and track incidents.



## 1.5 Severity Levels and Target Resolution Times

'Support Services': While Support Services are in effect, Supplier shall:

1. Provide technical support through self-service web portal, email, telephone, and live chat on SKF Machine Health product;
2. Retain after-hours support for 'Severity 1 - Critical' issues only. See section 1.7 SKF Hours of Business and Contact Information. Response times will vary according to the table below, and will be based on the severity of the issue;
3. Utilize a ticketing system for issue classification and Incident Management, reporting;
4. Provide service according to and via published hours of operation. See section 1.7 SKF Hours of Business and Contact Information

The Technical Support Group shall prioritize problems/requests according to the Severity Levels set forth below. SKF will use commercially reasonable efforts to respond according to the Target Initial Response and Target Resolution Times set forth below with respect to the Severity Level assigned to the issue.

For system migrations, upgrades or installations, reasonable effort is required on both parties for putting changes into production. Company shall schedule any migration, upgrade or installation assistance with the Technical Support Group at least three (3) days in advance so Contractor may set aside sufficient resources.

Severity Level	Target Initial Response Time	Target Resolution Time	Comment
Severity 1 - Urgent	30 Minutes During Business Hours (See Below)*	Four (4) hours; Or continuous best effort until issue is resolved	If unresolved after due diligence, the issue is reviewed (triaged) on a weekly basis with designated applications, systems, and software engineers (Tier 3).  Escalated to management if no resolution after Tier 3.
Severity 2 - High	<1 business day**	One (1) business day; Or continuous best effort until issue is resolved	If unresolved after due diligence, the issue is reviewed (triaged) on a weekly basis with designated applications, systems, and software engineers (Tier 3).  Escalated to Critical if unresolved after 10 business days.
Severity 3 - Normal	<1 business day**	Five (5) business days	If unresolved after due diligence, the issue is reviewed (triaged) on a weekly basis with designated applications, systems, and software engineers (Tier 3).  Escalated to High if unresolved after 10 business days.
Severity 4 - Low	<1 business day**	Next release	Implementation is Product Line Management decision based on necessity, request counter, and other factors.

\* = 2-hour response via after-hours pager. Phone calls only

\*\* = 1 Business Day outside of Business Hours

## 1.6 Severity Level Definitions

Severity	Criteria
Urgent (severity 1)	<ul style="list-style-type: none"> <li>Entire application is not available</li> <li>Critical business function is not available</li> <li>Total site or multiple sites are affected</li> <li>Critical business periods</li> <li>No work-arounds available</li> </ul>
High (severity 2)	<ul style="list-style-type: none"> <li>Application performance is degraded</li> <li>Critical portion of the application is not available</li> <li>Critical business process is not functioning correctly</li> <li>No work-arounds available</li> </ul>
Normal (severity 3)	<ul style="list-style-type: none"> <li>Limited business impact</li> <li>Critical business process degrade</li> <li>Work-around is available</li> </ul>
Low (severity 4)	<ul style="list-style-type: none"> <li>Low business impact</li> <li>Single user impacted</li> <li>Work-around is available</li> </ul>

## 1.7 SKF Hours of Business and Contact Information

### TSG Americas

Monday through Friday, 5:00 a.m. to 4:00 p.m. Pacific Time

- Self-Help & Support Ticket Requests: [www.skf.com/cm/tsq](http://www.skf.com/cm/tsq)
- Phone: +1 (800) 523-7514 within the US or +1 (858) 496-3627 outside the US
- After-hours pager for critical issues: Daily, 4:00 p.m. to 9:00 p.m.

### TSG EMEA

Monday through Friday, 8:00 a.m. to 4:00 p.m. Central European Time

- Self-Help & Support Ticket Requests: [www.skf.com/cm/tsq](http://www.skf.com/cm/tsq)
- Phone: +46 (0) 31 337 6500

### TSG APAC

Monday through Friday, 7:30 a.m. to 4:00:30 p.m. India Standard Time

- Self-Help & Support Ticket Requests: [www.skf.com/cm/tsq](http://www.skf.com/cm/tsq)
- Phone: +60 16 699 9506

## 1.8 Maintenance and Support Services

During the Support Period the Contractor shall perform the Services during the Service Hours in accordance with the Service Levels.

As part of the Services, the Contractor shall:

advise Company on proper use of the Software when necessary and shall assist Company in identifying and solving problems encountered in such use as described herein, all in order to ensure that the Software remains in good working order and operates and performs properly. Excludes basic training, usage and functionality of Software.

Supplier shall, unless otherwise requested by Company, ensure that Maintenance and Support shall be provided for as long as the software subscription is in use.

The parties may, on a case-by-case basis, agree in writing to a reasonable extension of the Service Level response times.

## 1.9 Submitting Support Requests and Support Access

The Company may request Support Services by way of a Support Request. See section 1.7 SKF Hours of Business and Contact Information. Each Support Request shall include a detailed description of the problem, product serial number, and any other information requested by the Contractor.

All Support Services shall be provided remotely from the Contractor's office.

In some instances, remote connectivity and/or access to SKF data owned by the Company as it pertains to the Application may be required in order to resolve an issue; certain admin privileges to access systems may be required as well. Reasonable accommodations shall be provided by the Company to the Vendor to assist in efforts to resolve Support Request.

The Supplier agrees to provide support services on Software and Product manufactured or supplied by SKF and excludes all other third-party utilities, framework, operating system, or applications which may be root or symptom of the problem. Company agrees to make available internal Support or Admin or IT to resolve such third-party issues prior to contacting Technical Support.

## 2.0 Service Level Reviews and Reporting

Company and Supplier can review the Service Levels of this SLA every six months and mutually agree whether to:

- (a) Add to, delete, or change the Services for which Company or Contractor goals (also known as Key Performance Indicators, or KPIs) are to be measured, as well as how these should be measured and how they relate to overall Service Levels, to reflect changes in the Company's or Contractor's business operations.
- (b) Increase or decrease the existing Service Levels, where necessary, to reflect changes in Company's or Contractor's business requirements.

The Company may need to vary the Service Levels more frequently, including but not limited to, when there is a need to incorporate changes to the Service Levels arising from revisions to the Customer's policies. Both Parties will discuss and agree changes as the need arises.

Any changes to Service Levels may have a commercial impact and will be mutually agreed in writing between the Customer and the Supplier and implemented under an amendment, as applicable, in accordance with the change management process.

Supplier shall monitor the Service Levels closely and shall keep accurate records in accordance with the Company's reasonable instructions of all calls, response and resolution times and shall submit performance reports detailing such information to Company.

Supplier shall submit the reports to Company in the manner, format, media and frequency requested by the Company. The Supplier recognizes that the manner, format, media and frequency of these reports may be change from time to time to accommodate changes in the Company's business requirements and such changes shall be mutually agreed in writing by both parties.

Supplier shall maintain all documentation records as reasonably necessary for proper management and compliance to Company's policies. Company shall, upon notification, have access, at all reasonable times to all routinely prepared documentation associated with the provision of the Services.