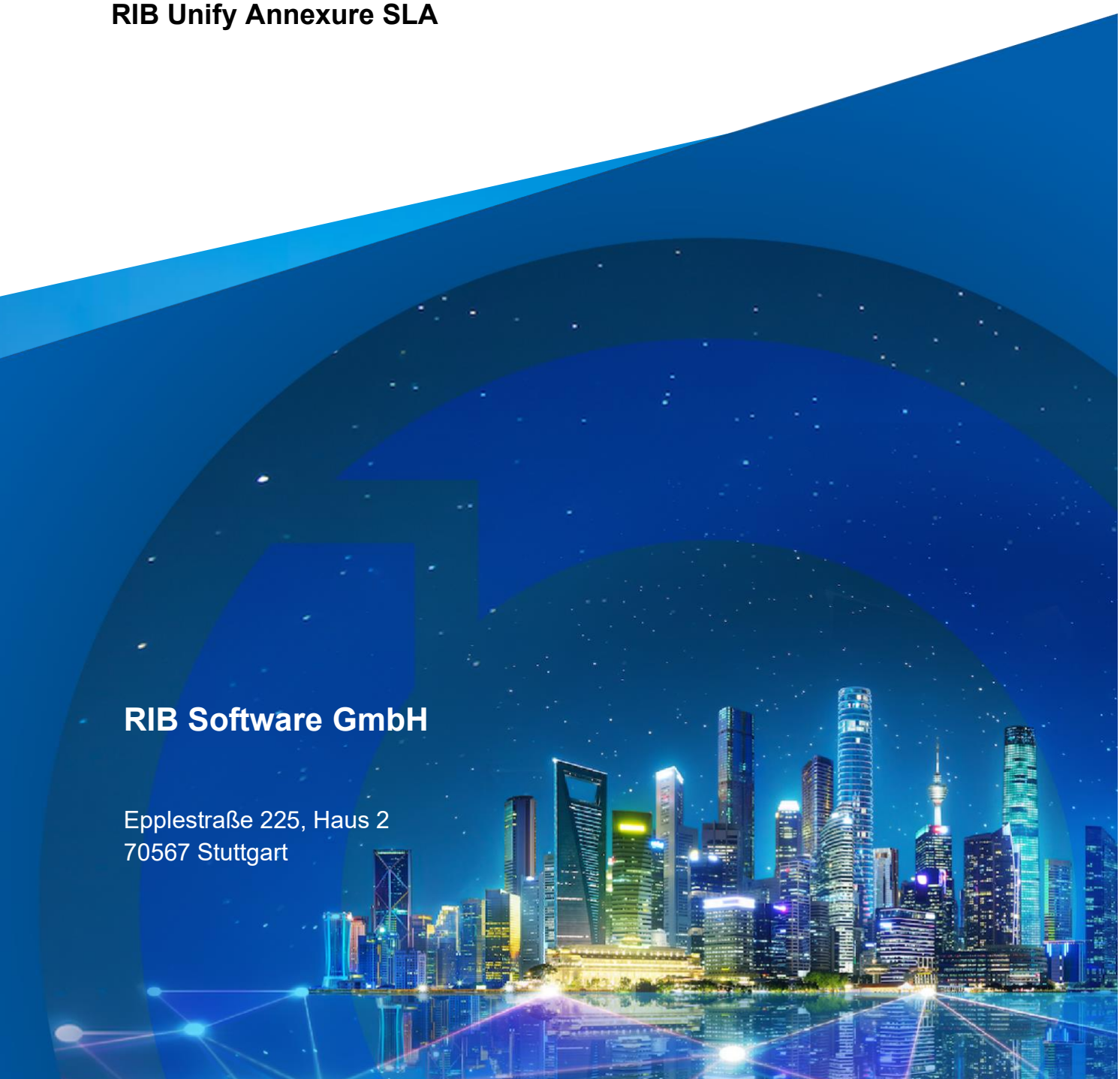
Service Level Agreement

RIB Unify Annexure SLA



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Product-Specific Annexure to RIB Unify (SaaS)

This Annexure shall constitute an integral part of the SLA and shall apply exclusively to RIB Unify where RIB is responsible for hosting. The provisions herein shall supplement and complement the general terms of the SLA and shall set forth in detail the specific service levels, support commitments, and performance metrics applicable to RIB Unify. In the event of any inconsistency or conflict between the terms of this Annexure and the main SLA, the provisions of this Annexure shall take precedence over the conflicting provisions of the SLA.

RIB Unify is delivered as a fully managed Software-as-a-Service (SaaS) solution by RIB.

A. Support Entitlement

A maximum of five (5) authorised Key Users are entitled to escalate incidents to Level 1 or Level 2 support. Any variation to this entitlement must be agreed in writing between the Customer and RIB or the designated RIB Service Provider.

B. Commercially Released Versions Supported

RIB Unify operates in a single multi-tenant production environment. RIB will deploy the latest commercially released version of the Application as per its internal release schedule. Only the current Production Version is supported. All incidents will be resolved in this version, and any required fixes, patches, or updates will be applied directly to it.

C. Response Time

Severity Level	Targeted Response Time
Priority 1 – Critical Severity (P1)	1 hour
Priority 2 – Major Severity (P2)	4 hours
Priority 3 – Minor Severity (P3)	8 hours
Priority 4 – Low Severity (P4)	24 hours

Response time is measured from the time the incident is acknowledged by RIB. For further details, refer to Clauses 4.2 and 5.3 of the main SLA.

D. Service Hours

Level 1 and Level 2 Support is available Monday to Friday, excluding local public and bank holidays, during the combined operating hours of the Regional Customer Support Centres. Customers may contact any available centre regardless of location. The list of centres and their operating hours is published at: https://www.rib-software.com/en/support

Current Support Coverage Window

08:30 AEST/AEDT (Sydney) to 17:00 GMT/BST (United Kingdom)

E. Availability

Availability Target:

RIB Software will use commercially reasonable efforts to ensure that the platform and its applications maintain a 99.0% availability per calendar month, excluding Permitted Downtime. Permitted Downtime:

Excused Outages, including but not limited to:

- Emergency Downtime
- Scheduled Downtime
- General Unavailability due to third-party infrastructure outside RIB's control
- Beta features, trial/pilot environments, or non-production use

For further details, refer to Clause 4.5 of the main SLA.

F. Maintenance Windows

Maintenance Windows (Production Systems):

- Weekdays: Monday through Friday, 18:00 to 07:00 (local time of the applicable Data Center region)
- Weekends: Saturday 00:00 through Monday 00:00 (local time of the applicable Data Center region)

For other details, refer to Clause 1.12 of Definitions and Clause 4.6.2 of the main SLA.

G. Backup & Recovery

Recovery Objectives:

- **Recovery Point Objective (RPO)**: In the event of a disaster or data loss incident, the maximum allowable data loss shall not exceed eight (8) hours prior to the incident.
- **Recovery Time Objective (RTO)**: The maximum time to restore the Platform and associated Applications to operational status following a disaster shall not exceed twenty-four (24) hours from the declaration of the incident by RIB.

For further details, refer to Clause 4.7 of the main SLA.

H. Monitoring

RIB will operate 24×7×365 Monitoring Systems for the Platform and the Applications hosted thereon. Monitoring will include infrastructure components (compute, storage, network,

databases, managed services), Platform services, APIs, background jobs, and user-facing endpoints.

For other details, refer to Clause 4.9 of the main SLA.