

SUPPORT TERMS OF SERVICE (hereafter also referred to as “The Support Terms”)

Subject to your procurement of Support Services (as defined herein), these Support Services terms (the "Support Terms") shall govern Fast Four’s provision of Support Services to you ("Customer") pursuant to the terms of the Support Services that you have procured or are otherwise entitled to.

1. DEFINITIONS.

In these Support Terms, capitalized terms not defined herein shall have the definition given such term in the Agreement:

“Alternative Solution” means a solution or correction to an incident that allows the Service to function substantially in accordance with NetSuite User Guides and Fast Four Knowledge Base.

“Business Days” are Monday to Friday during Normal Support Hours, excluding Fast Four company holidays.

“Customer” means every customer that has a valid Support Contract with Fast Four.

“Case Update” means a response on the Support case from the Support Representative which describes either of the following:

1. The progress and / or findings in the investigation of the issue raised since the last update;
2. Information needed for further investigation of the issue raised or;
3. A solution to the issue

“Request Types” are the types of requests that Fast Four distinguishes to define scope of the agreement:

1. **“NetSuite Bug Fixes Request”** means a request regarding a Bug in the core of Oracle NetSuite Cloud Service that will be reported to NetSuite by the Support Rep on behalf of the customer;
2. **“NetSuite Enhancements Request”** any change, configuration, customization or enhancement related to the Oracle NetSuite Cloud Service that requires login into the NetSuite Customer Account by the Support Representative such as building workflows and setting up pdf layouts;
3. **“NetSuite Investigation of Errors Request”** means the investigations by the Support Rep of an error messages or any other error type in the Oracle NetSuite Cloud Service;

4. **“NetSuite How-to Request”** means a request regarding the to the Oracle NetSuite Cloud Service’s functionality that can be answered by a simple explanation of how the configuration can be done and / or describing the process of the configurations so that the Verified Contact can make the changes without any active interference or login into the service by the Support Rep;
5. **“SuiteApps Bug Fix Request”** means a request regarding a Bug in the core of the Fast Four SuiteApp that will be reported to NetSuite by the Support Rep on behalf of the customer;
6. **“SuiteApps Feature Request”** means a request by the Customer to add functionality or enhance performance beyond the specifications of the SuiteApps;
7. **“SuiteApps Enhancement Request”** Any configurations, changes or enhancements related to customer specific SuiteApp performance and functionality that requires login into the NetSuite Customer Account by the Support Rep to make the changes
8. **“SuiteApps Investigation of Errors Request”** means the investigations by the Support Rep based on and following error messages in the SuiteApp;
9. **“SuiteApps how-to questions Request”** means a request regarding SuiteApps functionality that can be answered by a simple explanation of how the configuration can be done and / or describing the process of the configurations so that the Verified Contact can make the changes. This doesn’t involve any active configurations done by the Support Rep;
10. **“Enhancement Request OCR”** A data capture quality enhancement request relating Fast Four SuiteApp Scan & Capture for improvement of the Optical Character Recognition (OCR) of transactions provided by the customer (i.e. individual vendor bills and vendor credits).

“Incident” means a single support question or reproducible failure of (part of) the NetSuite or the SuiteApp functionality substantially conforming to the functions and/or specifications and reported by a Verified Contact.

“Normal Support Hours” are 9:00 a.m. to 5:00 p.m. CET on Business Days

“Response Time” means the targeted time period within which Fast Four will use commercially reasonable efforts to contact Customer to acknowledge receipt of an Incident Report and to engage an appropriately skilled support resource, commencing from the time that Fast Four receives all required information as specified in Section 4.2. Response Times are measured during Normal Support Hours.

“Severity Level” means the Severity Levels 1-3 as defined below:

“Severity Level 1 (High)” means an Incident where Customer’s production use of NetSuite or SuiteApp is stopped or so severely impacted that the Customer cannot reasonably continue

business operations. It may result in a material and immediate interruption of Customer's business operation that will cause a loss of Customer data and/or restrict availability to such data and/or cause significant financial impact.

"Severity Level 2 (Medium)" means an Incident where one or more important functions of NetSuite or the SuiteApp are unavailable with no acceptable Alternative Solution. Customer's implementation or production use of NetSuite or SuiteApp is continuing but not stopped; however, there is a serious impact on the Customer's business operations.

"Severity Level 3 (Low)" means an Incident where: (a) important NetSuite or SuiteApp features are unavailable but an Alternative Solution is available, or (b) less significant NetSuite or the SuiteApp features are unavailable with no reasonable Alternative Solution. Customers experience a minor or no loss of business operation functionality and/or an impact on implementation resources or an incident that has minimal impact on the business operations or basic functionality of the NetSuite Cloud Service or SuiteApp,

"Fast Four SuiteApps" also referred to in this as "SuiteApps" or "SuiteApp" are the SuiteApps that have been build by Fast Four of will be build in the future:

- "Fast Four Scan & Capture"
- "Fast Four Bank Reconciliation"
- "Fast Four Credit Card Import"
- "Fast Four SFTP Connector"
- "Fast Four e-invoicing"

The **"NetSuite Cloud Service"** also referred to as "NetSuite" is the cloud service software package provided by Oracle under the brand name NetSuite.

"SuiteAnswers" is the online support portal of Oracle that is accessible 24x7. This is controlled by Oracle and not part of the support agreements with Fast Four.

"Support Services" means the English or Dutch language support services for the Service provided by Fast Four under the terms set forth herein.

"Test Case" means Customer's instructions that allow Fast Four to reproduce an Incident.

"Fast Four Knowledge base" is the online Support database in Confluence that is accessible 24x7.

"Support Contract" is the package of the Customer Agreement and the Support Terms of Services.

"Customer Agreement" is the document in which the Customer specific terms such as scope and response times have been laid down and agreed upon.

“Fast Four Knowledge Base” Online database, with documentation, guidelines, FAQ’s that functions as a first place to go to.

“Customer NetSuite Account Number” A unique number that will be communicated to the Customer by Fast Four after signing the Support Contract.

2. SCOPE OF THE SUPPORT TERMS.

2.1 Third-party adaptations. Fast Four shall not have any obligation to provide Support Services with respect to any: (a) adaptations, configurations or modifications of the NetSuite Cloud Service or SuiteApps made by the Customer or any third-party (b) any items excluded pursuant to Section 5.

2.2 Consultancy services excluded. Fast Four may offer Professional Services to help resolve issues that fall outside the scope of the Support Services. Any Professional Services including expenses for these services shall be provided under a separate agreement and shall be subject to this Agreement or Fast Four's then-current consulting fees and terms.

2.3 Paid Packages include 2 hours of free consultancy monthly. SuiteApps Premium, ERP Premium and Platinum Package includes 2 hours of free consultancy every month. In case these hours are not utilised they can't be taken to the subsequent month.

3. TERM AND TERMINATION.

3.1 Term of Customer Agreement. Subject to the terms set forth herein, and unless otherwise provided in the applicable quote or agreement, the initial term for Support Services will commence on the date the Customer Agreement is signed and shall continue for 1 year from the date of signing the Agreement. The support service will be automatically renewed after this period unless any of the Parties gives written notice of termination. The notice period for both parties is 1 month.

3.1 Cancellation period.

Subject to the terms set forth herein, and unless otherwise provided in the applicable quote or agreement, a thirty (30) days cancellation period applies for Support Services, starting on the signing date. No refund will be given.

3.2 Renewals. Hourly fees for the Support Services on all renewals shall be set at then current Fast Four pricing, unless otherwise agreed to by the parties.

3.3 Same level of support. For the duration of the initial term and any elected renewal term(s) described in this section, Customer shall purchase and maintain the same level of Support Services for all users of the Service (including without limitation any incremental licenses subsequently purchased by Customer). For clarity, Customer may not elect to purchase or renew Support Services for just a portion of its Service or of its users who can access the Service.

3.4 Suspension of service. In addition to any other rights or remedies Fast Four may have

under these Support Terms or the Agreement, if Customer is more than thirty (30) days delinquent in any payment obligation, then Fast Four may, upon written notice to Customer, immediately suspend performance of the obligations set forth in these Support Terms until such delinquency is remedied.

3.5. Breach of materials terms. Either party may terminate these Support Terms if the other party breaches a material term of these Support Terms and such breach is not cured within thirty (30) days after written notice thereof from the terminating party. Fast Four shall refund the pro rata portion of fees actually paid by Customer for Support Services provided pursuant to these Support Terms for the terminated portion of the term. Notwithstanding anything to the contrary herein or in the applicable Agreement, these Support Terms shall terminate upon expiration or termination of the NetSuite subscription service or expiration or termination of Customer's NetSuite license to access Service.

4. INCIDENT REPORTING AND RESPONSE TIMES.

4.1.1 Verified Contacts. All reports of Incidents must be made to Fast Four by Verified Contact(s). There is no limit to the number of Verified Contacts that can be added. The Customer may substitute Verified Contact(s) anytime by giving Fast Four prior notice by email. The email should content at least the information as described in Article 4.1.2 for any new Verified Contact.

4.1.2 Verification of Contacts. Fast Four requires the following information to be able to add a contact to the list of Customer's Verified Contacts:

1. Full name
2. Role
3. Telephone number
4. Email address
5. Customer NetSuite Account Number

The information and request for verification can be done by any previously Verified Contact.

4.2.1 Incident Report Form. An Incident Report should be submitted by the Incident Report Form (see Appendix 1 and more generic requirements in Article 4.2.3). If the Incident Report Form is not filled in completely there is no obligation of Fast Four to accept the Support ticket and Fast Four has no obligation to adhere to the contents of this agreement, unless agreed upon in writing otherwise.

4.2.2 Phone Support. Customers that have a Support Contract that includes Phone Support can submit Incident Report with Severity Level 1 or 2 by phone. A dedicated telephone number will be communicated upon start date of the Support contract.

4.2.3 Required Information. All Incident reports must, if applicable, include the following:

- a) A reproducible Test Case that demonstrates the specific usage that causes the Incident being reported, including the user's name and role.
- b) Exact wording of all related error messages.
- c) A full description of the Incident and expected results.
- d) Any special circumstances surrounding the discovery of the Incident.
- e) The NetSuite Customer Account Number.
- f) Any other info that is required on the Incident Support Form.

Fast Four may share such information and other information about Incidents with its contractors, vendors and/or third-party application providers to support Fast Four provision of the Support Services described herein.

4.3. Severity Levels. Fast Four will assign the appropriate severity level to all Incidents according to the Severity Level definitions. Severity Levels are assigned to allow prioritization of incoming Incidents. During the case resolving process Fast Four may reclassify Incidents based on the current impact on the Service and business operations as described in the Severity Level definitions.

4.4 Fast Four's Obligations. Fast Four will make available Support Services access during Normal Support Hours for the Customer to report Incidents and receive assistance. On receipt of an Incident report, Fast Four shall establish whether there is an Incident for which the Customer is entitled to Support Services under these Support Terms and, if so, shall:

- a) Confirm receipt of the Incident report and notify Customer of the Incident case number that both parties must then use in any communications about the Incident.
- b) Analyse the Incident and verify the existence of the problem.
- c) Give the Customer direction and assistance in resolving the Incident pursuant to the terms described herein.

4.5 Escalation to NetSuite Support. Fast Four will escalate cases to NetSuite Support if needed. In case the Incident relates to the NetSuite Cloud Service, Fast Four will create a case with NetSuite support and communicate with Customer about resolution progress on a best effort basis.

4.6.1 Case Updates. Fast Four will undertake effort to proactively update Customer on case status when there is a change in status. Case update times are explicitly agreed upon in Customer Agreement.

4.6.2 Dedicated Account Manager. In case Customer qualifies for a dedicated Account Manager that Account Manager will be his point of contact in case of escalations and requests that exceed the scope of the Support Terms. Fast Four aims to annually have a contact moment in which Customer and Dedicated Account Manager evaluate the Support

Service provision based on recent Case Reports and Support metrics.

4.6.3 Case Reports. Customer that qualifies for case reports receives an automated report that contains a case overview with metrics regarding the Fast Four support provision

4.7.1 Use of Logins to Sandbox: Customer supplies Fast Four with permanent administrator login access to both Customer's account to speed up the case resolution process. If permanent login is not available, fast Four cannot guarantee adherence to the response times and other terms of the Support Contract. Fast Four will provide an email address to Customer to set up this permanent access.

4.7.2 Use of Logins to Production: It is advised that Customer supplies Fast Four with login access to Customer's Production account to speed up the case resolution process. To safeguard Customer account please remember to reset the Production password as soon as the case is closed. Alternatively, Customer can give access to Production upon request by Fast Four. Fast Four will provide an email address to Customer to set up this access.

4.7.3 Password safety: Fast Four undertakes at all times reasonable due care in using and or storing Customer login details, however Fast Four does not accept any liability in relation to the use of Customer details in the normal course of business.

4.8 Response Time Goals. Fast Four undertakes commercially reasonable effort to provide a response to submitted cases based on severity level. The agreed upon Response Times for the Customer are captured in Customer Agreement.

A response may be the notification of allocation to a support resource, acknowledgement of the receipt of the case and/or communication that investigation started. The target should be met in 75% of the cases.

4.9 Customer's Obligations. Fast Four's obligation to provide Support Services under these Support Terms are conditioned upon the Customer: (a) paying all applicable fees for Support Services prior to the date the Incident is reported; (b) customer having valid access to the NetSuite Service; (c) providing Fast Four with all reasonable assistance and providing Fast Four with data, information and materials as that are reasonably necessary as referred to in Article 4.2.1; (d) procuring, installing and maintaining all equipment, telephone lines, communication interfaces and other hardware and software necessary to access the NetSuite Cloud Service; (f) providing appropriate contact information for all Verified Contacts(s) as described in Article 4.1.2; (g) utilizing SuiteAnswers and Fast Four Knowledge Base in Confluence.

4.10.1 Billable Incident Reports over 4 hours. Incident Reports that involve an estimated billable time spent of more than 4 hours to resolve will be estimated by Fast Four and communicated with the Customer. Prior written approval by the Customer on the estimate is required. In case budget overrun will occur Fast Four will inform the Customer accordingly in a timely manner.

4.10.2 Billable Incident Reports of 4 hours or less. Incident Reports that involve an estimated billable time spent of 4 hours or less to resolve can be processed by Support without prior estimation and / or budget approval by the Customer. The Support Representative will take into consideration for the estimation amongst others complexity level, performance impact level and / or amount of solution design needed. In this case Fast Four will inform the Customer upfront that the services are billable.

4.11 Release Communication Package

SuiteApps Premium Support and Platinum Support qualify for extended communication around updates. Customer gets notified by email when Fast Four plans to release a new version of the SuiteApp. This notification email summarizes what will be released and describes the urgency level (high, medium, low) of the release and its individual items. The email will be sent 7 working days before deployment. This enables Customer to ask questions and align the timing of the update with their business (processes). To avoid instability of the system and potential security risks, Fast Four has the right to deploy without notice in the event that the SuiteApp is two or more versions behind the current version.

In exceptional cases we need to release as soon as possible. This means we cannot adhere to the extended communication. For example, in case of a hotfix when there is a major bug or fault in the software that affects a large number of users.

5. EXCLUSIONS FROM SUPPORT SERVICES.

Fast Four will not be required to correct any Incident caused by (i) integration of any third-party feature, program or device to NetSuite or any part thereof; (ii) any non-conformance caused by unauthorized misuse, alteration, modification or enhancement of the Service; or (iii) use of the Service that is not in compliance with the Agreement.

6.1 WARRANTY.

Fast Four warrants only to Customer that support services will be performed in a professional manner. Other than is expressly stated herein, support services are provided 'as is'. Fast Four makes no other warranties, express, implied or statutory.

6.2 FAIR USE POLICY

Customer and Verified Contacts should take fair, appropriate and responsible use of the Support Services. In the event this is violated Fast Four reserves rights to take whatever steps, including the termination of the agreement.

7. GENERAL.

7.1 Incorporated into Customer Agreement. These Support Terms Of Service are hereby incorporated by reference into the Customer Agreement and the combination represents the complete agreement between Fast Four and Customer regarding Support Services and supersedes any prior or contemporaneous agreements or communications or understandings, written or oral, relating to Support Services. These Support Terms will not

be modified except by a properly executed written amendment between the parties. Any terms and conditions of any purchase order or other instrument issued by Customer in connection with these Support Terms that are in addition to, inconsistent with or different from the terms and conditions of these Support Terms will be of no force or effect.

8. DISPUTES

All Disputes (including disputes by only one of the parties) that may arise in relation to these terms, Customer Agreement or any additional agreements ensuing therefrom, shall be submitted for litigation exclusively to the competent court in Amsterdam, the Netherlands.

