

# JACQUARD

## SUPPORT SERVICES AND PLANNED MAINTENANCE

Last revised June 5, 2024

### 1. Support Services

a. Regular business hours for technical support: 8:00am – 5pm US and UK time. Monday through Friday, excluding US and UK bank holidays in that region.

b. Jacquard will provide support on, and work to resolve, Critical or Major Errors (as defined below) on a 24x7 basis.

c. Should Client ever require support, Client can use the following:

- Via in-app chat
- Via telephone: +44 (0)208 870 6968
- Via email: support@jacquard.com

### 2. Planned Maintenance

Planned Maintenance Window	11am to 4pm UK time on Sunday
Planned Maintenance Required Notice	Planned Maintenance will not lead to any interruption of the Services. If however any Planned Maintenance should require a service interruption or if such should be expected, Jacquard shall notify Client in writing of such maintenance with at least one (1) week prior notice. Where Planned Maintenance interrupts the Services to the extent of being a Critical Service Failure, Client shall be entitled to such remedies available to it under this Agreement as though it were a Critical Service Failure.
Maximum Allowed Planned Maintenance	Planned Maintenance requiring or leading to an interruption of the Services as defined in the previous paragraph shall in total not exceed a timeframe of more than 1 hour per month. In exceptional cases and as mutually agreed between the Parties, the aforementioned maximum maintenance time / services interruption due to planned maintenance may be exceeded.