

PRODUCT SCHEDULE
SOFTWARE SOLUTIONS – DECISIONING – iLLION COMPREHENSIVE REPORTING PORTAL

1. iLLION COMPREHENSIVE REPORTING PORTAL - ADDITIONAL INFORMATION

- 1.1 illion’s Comprehensive Reporting Portal (**CR Portal**) is a web based interface which facilitates data exchange between your business and selected Australian and New Zealand credit bureaus.
- 1.2 CR Portal supports selected credit bureaus and is configurable to accept data from you in an agreed format which can then be converted into the required XML data standards format as required by your selected bureau requirements. This allows you to view data provided, and responses received, for each account and submit updates directly using the interface.
- 1.3 You will be provided with a login to access and manage your data that you submit to credit bureaus.
- 1.4 CR Portal may be implemented either as a licensed software or on a software-as-a-service (SaaS) basis where it is a hosted solution provided and maintained by illion.
- 1.5 In respect of CR Portal accessed by you on a SaaS basis, we may from time to time conduct a security audit of user and functionality access. As a result of these audits, we may disable users or functionality that have not been used for a period of time (e.g. 12 months) to ensure appropriate controls are maintained. Should access be required for a functionality or user that has been disabled, a request can be logged with illion Helpdesk.

2. SUPPORT SERVICES

- 2.1 Support Services includes access to illion Helpdesk during the Standard Hours Support to handle the following request types:
 - (a) Defect: where the CR Portal does not materially comply with the pre-configuration specifications due to a defect;
 - (b) Query: The request is in relation to obtaining further details or advice in relation to how to use the CR Portal; and
 - (c) Enhancement: The request is for new functionality to be provided.
- 2.2 Support Services do not include:
 - (a) issuing you with New Releases (which may incur additional fees);
 - (b) issues relating to, residing in or caused by your systems or any third party hardware, software, systems or services;
 - (c) issues caused by your negligence;
 - (d) use of the CR Portal in an environment, in a manner or for a purpose for which they were not designed or intended;
 - (e) modification, alteration or repair of the software by any person other than us or our authorised representatives;
 - (f) in respect of licensed software:
 - (i) issues relating to your failure to install any updates issued by us;
 - (ii) installation of an update or New Release in a manner other than as specified by us; and
 - (iii) any support where you are using a version of the software other than the then-current version and the immediately prior version of the software.
- 2.3 If you require Support Services to any version of the CR Portal other than the then current version and the immediately prior version of the CR Portal, additional fees will apply. Versions are defined by the first and second digit in the version number, a change to either the first or second digit in the version number constitutes a change in version.
- 2.4 illion Helpdesk Contact Details:
 - (a) Phone: Tel +61 3 9840 6631
 - (b) JIRA: Connection and login details to be supplied by us

3. SUPPORT SERVICES-SERVICE LEVELS

- 3.1 We will provide Standard Support Hours and use reasonable endeavours to meet the Support Services Service Level response times set out in Table 1 below.
- 3.2 For Standard Support Hours, the response time indicated in Table 1 is the time to respond.
- 3.3 The following severities apply to the Service Levels:
 - (a) Critical (Severity 1): Has high impact on users such that operations which are normally performed by users each day are not possible, or significantly impacts the operation and management of the service such that operations which are normally performed each day are not possible.
 - (b) High (Severity 2): Has impact on the operation and management of the service (but a workaround solution may be possible).
 - (c) Medium (Severity 3): Has some impact on the operation and management of the service, with workaround solution available.
 - (d) Low (Severity 4): Has minor impact on the operation and management of the service

TABLE 1: Service Level response times

Severity Level	Initial Response Time	Incident Restoration Time	Update Frequency	Resolution Objective
Critical (Severity 1)	30 minutes	4 hours	1 hour	Work until production system is back online.
High (Severity 2)	1 hour	8 hours	1 Business Day	Emergency Bug Fix (EBF) within 3 Business Day or candidate for next release, only if next release is imminent (i.e. within 5 Business Day).
Medium (Severity 3)	4 hours	5 Business Days	On Clearance	Resolved by patch / service pack or candidate for next release, only if next release is imminent and through agreement on a case-by-case basis.
Low (Severity 4)	8 hours	10 Business Days	On Clearance	Provide explanation or answer regarding product function or user questions.

4. SYSTEM AVAILABILITY

- 4.1 We will provide a minimum up time of 80% on weekdays during Standard Business Hours. The minimum up time does not apply if there is a failure or fault outside our control which impacts adversely on illion Decisioning including but not limited to:
- (a) a telecommunications failure;
 - (b) failure of the PCs or other devices which you use to access the system;
 - (c) a power failure; or
 - (d) force majeure.

5. DOWNTIME AND MAINTENANCE TIME

- 5.1 **Downtime** means a period of time when the illion Decisioning is not available during the agreed hours of operation due to:
- (a) installation of updates or fixes;
 - (b) security patch management; or
 - (c) for testing the disaster recovery or business continuity protocols. In these cases, where possible, maintenance, update and testing will be done outside the Standard Business Hours. However, where this is not possible, we will endeavour to provide 7 days' notice.
- 5.2 **Maintenance Time** means any and all routine maintenance, including scheduled maintenance and changes to illion Decisioning approved between you and us which are scheduled for deployment, outside Standard Business Hours;
- 5.3 For scheduled software upgrades we will provide 7 days' notice advising dates, times and impact of proposed scheduled work.

6. AUTHORISED SUPPORT CONTACT

- 6.1 Your Authorised Support Contact is the person appointed by you and notified to us in writing as your first point of contact with us in relation to the provision of the Support Services.
- 6.2 You must ensure that all Authorised Support Contacts:
- (a) are familiar with your requirements; and
 - (b) have the expertise and capabilities necessary to enable us to discharge our obligations under the Work Order.
- 6.3 A change in the Authorised Support Contact must be submitted in writing by you to us. A change in the Authorised Support Contact becomes effective only from the date such notice is received by us.

7. INTELLECTUAL PROPERTY

You grant us a non-exclusive, non-transferable licence to use your Intellectual Property Rights for the Service Term for the exclusive purpose of integrating your trade names, trademarks or other intellectual property into the software's user interface.

8. DEFINITIONS

Unless the context otherwise requires:

Capitalised terms used in this Product Schedule have the meaning given to them in the MSA or the Work Order.

Business Day, in respect of CR Portal Services, means Monday to Friday, excluding public holidays in Melbourne, Victoria (regardless of the Territory).

Environment means each licensed environment agreed by you and us in the Work Order.

MSA means the Master Services Agreement or the Services Agreement under which the relevant Work Order is issued.

New Release means a new version of CR Portal that is designated by us as providing significant new functionality when compared with the previous version.

Service Term Commencement Date means the date on which we begin providing you access to the CR Portal in a production environment under the Work Order.

Site means the location agreed by you and us in the Work Order.

Standard Business Hours means the provision of the hours of 7am and 6pm (Melbourne, Victoria time) Monday to Friday, but excluding Victorian public holidays.

Standard Hours Support means the provision of Support Services during the Standard Business Hours.

Support Services means reasonable technical support as set out in clause 2.
