Access Assure

Additional Terms

Access TEC-specific SLAs

The Access TEC Service Levels apply to Access TEC solutions and shall be read in conjunction with any applicable Access Success Plans. The definition of "SaaS" SLA within the Core Terms will be removed and replaced with the Access TEC Service Levels as follows: "SaaS SLA means the SaaS service levels contained in the following: available in Appendix 7.

Returns and repairs of any Access TEC Devices shall be as set out in the Access TEC Service Levels. For Access TEC solutions, we shall provide Technical Support to Your employees and/or those of Your Permitted Users only.

Authorised Users definition

For the purposes of Access TEC solutions only, the definition of "Authorised Users" in the Core Terms shall be replaced with the following: "means any of the following individuals: any employee or contractor of Yours or a Permitted User that You have authorised to use an Access Product; any care recipients to whom You issue the Access TEC Devices that You have authorised to use an Access Product; and any member of the care recipients' respective care circles

HaaS Terms

Where any Access TEC Devices are on hardware-as-a-service (HaaS) basis, the HaaS Supplementary Terms available in Appendix 6 shall apply but with clause 7 of the HaaS Terms removed and replaced with the following: "7. END OF INITIAL TERM You acknowledge that We will cease to support the Hardware at the conclusion of the Initial Term. At this point, You shall be entitled to either enter into a new HaaS agreement with Us; return the Hardware or (if the Hardware has been leased for a period of five years or more) purchase the Hardware for a nominal amount."

Purchase of Additional Access TEC products

Where You wish to purchase additional Access TEC solutions under this Agreement, this will be a variation to the Agreement which can be transacted via either a signed additional Order or via our online webshop ("Webshop). After the Effective Date, You will be provided with a form to complete and return to enable You to be given access to the Webshop.

Additional Webshop Terms

The following are binding conditions that apply to Your use of the Webshop under this Agreement: Any requests for additional Access TEC solutions that You (or your representatives) submit via the Webshop under this Agreement will constitute an order

request (but will not yet amount to a binding order). If and when We issue You (or any representative registered with Us on the Webshop) with an email accepting the order, then You agree that this email of acceptance will immediately create a binding variation to this Agreement. We therefore recommend that You do not use the Webshop ordering process for any product inquiries that You do not want to be treated as an offer to vary (and instead speak with Your Access account manager for these purposes); Any single order that exceeds 100 x Access TEC Devices should be discussed with your Access TEC Account Manager and transacted via a signed Order (instead of via the Webshop). Without limitation, We reserve the right to refuse any order requests that exceed this threshold. Any of Your employees or representatives that are registered with the Webshop ("Webshop Users") are duly authorised to commit You to further orders under this Agreement in accordance with a) (above). You can contact your Account Manager at any time to obtain a list of Your Registered Webshop Users and/or to register/de-register any individual Webshop Users. These Webshop Terms apply despite clause 9.1 of Schedule 1 of our Terms and Conditions (which will be considered varied only to the extent necessary to give these Webshop Terms precedence).

Synchronisation of future Subscriptions

The Initial Term and any Further Term of this Agreement shall apply to all SaaS and HaaS products You purchase under this Agreement, whether purchased on the Effective Date or at a future date and whether purchased via the Webshop or via an signed additional Order. Accordingly, the duration of any additional Access TEC SaaS and/or HaaS subscriptions that You may purchase under this Agreement shall align with the then-current term of this Agreement (and any alternative subscription durations that might be included in the corresponding product names shall be disregarded). The foregoing does not apply to any Access TEC solutions You might purchase under an entirely separate Agreement with Us.

Nominated Support Contact

You nominate the following as Your nominated support contact, for the purpose of receiving all operational notifications such as support notifications (including emergency service notifications) and new product information: Name: [ ] Email address: [ ]

Installation

For installation of Access TEC Devices please see the Supplementary Terms and Conditions for Access TEC Solutions. For the Access TEC Platform SaaS, We shall create super-user accounts, which will be notified to You by email (and super-users may then set up Authorised User accounts). Using Our videos and user guides, Authorised Users can log into the dashboard, add care recipients to the dashboard and connect care recipients to the hub.

Excluded Services

Unless otherwise specified above, services quoted exclude the creation of bespoke reports, integrations to third party systems, bespoke developments, or any other non-specified services.

Permitted Users for the Access Products detailed in this Order
The following shall be Permitted Users in respect of any SaaS Subscriptions sold under this agreement:

Any reputable and appropriately experienced third parties appointed to install and/or maintain the Access TEC solutions (for example, within the home of the care recipient(s))

Any reputable and appropriately experienced third party service providers who are appointed to monitor the dashboards and/or to receive and handle any alarms generated by the Access TEC SaaS

In the event You want to add further Permitted Users post the go-live date, You may do so subject to additional costs and agreement in writing by Us.

Excluded Services
Unless otherwise specified above, services quoted exclude the creation of bespoke reports, integrations to third party systems, bespoke developments, or any other non-specified services. Unless otherwise specified above, the migration of legacy data is excluded.

Permitted Users for the Access Products detailed in this Order
You may add Your care providers as Permitted Users of the Access Products procured in this SOW by emailing Us prior to go-live the care providers full legal entity name with clear indication that such care provider is to be considered a Permitted User. In the event You want to add further Permitted Users post the go-live date, You may do so subject to additional costs and agreement in writing by Us.

Additional Applicable Licensing Terms

The Additional Terms applicable to this Access Product are available in Appendix 1.

Appendix 1 - Access UK SaaS Licensing Terms and Conditions

Reference: AUK2026-2

Date: 21/08/2026

Applicable Products: All Access SaaS Products as specified in the Agreement

These Licensing Terms and Conditions form part of the Agreement between Access UK Ltd ("Access") and the licensor ("Customer") for the provision of the Licenced SaaS.

1. DEFINITIONS

"Agreement" means the contract, framework call-off, purchase order, or other contractual instrument pursuant to which the Customer has procured the Licenced SaaS, including any associated statement of work or order form.

"Authorised Users" means those employees or individual contractors of the Customer who are permitted to access and use the Licenced SaaS in accordance with the Agreement.

"Critical Upgrade" has the meaning given in clause 9.1 of these Licencing Terms.

"Customer Data" means any data, content, or materials uploaded to, processed by, or otherwise made available via the Licenced SaaS by the Customer or its Authorised Users.

"Documentation" means the user guides, technical documentation, online help materials, and other supporting materials provided by Access relating to the Licenced SaaS, as updated from time to time.

"Fees" means the fees payable by the Customer for the Licenced SaaS as set out in the Agreement.

"Intellectual Property Rights" means all intellectual and industrial property rights including patents, trademarks, rights in designs, copyright (including rights in software), database rights, know-how, and all other forms of intellectual property protection, whether registered or unregistered, and including applications for registration, anywhere in the world.

"Licenced SaaS" means the Access proprietary software-as-a-service products specified in the Agreement, including all updates, modifications, and new versions made generally available by Access during the term of the Agreement.

"Permitted Configuration" means configuration of the Licenced SaaS using only the tools, methods, and parameters expressly specified in the Documentation.

"SaaS SLA" means the service level agreement applicable to the Licenced SaaS as notified by Access from time to time.

"Thresholds" means any usage restrictions or volume limits applicable to the Licenced SaaS as specified in the Agreement.

2. LICENCE

2.1. In consideration of and conditional upon payment of the Fees in accordance with the Agreement, Access grants the Customer a non-exclusive, non-transferable, revocable right, without the right to sublicense, to access and use the Licenced SaaS solely for the Customer's internal business purposes. Such right commences on the date the Licenced SaaS is made available to the Customer and continues for the duration of the Agreement's term.

2.2. The Customer shall use the Licenced SaaS only in accordance with the usage parameters and restrictions specified in the Agreement and the Documentation.

2.3. Access reserves the right to add, modify, and discontinue features of the Licenced SaaS at any time. In relation to any material feature changes, Access will use commercially reasonable efforts to provide reasonable advance notice, except where changes are required to address security vulnerabilities, legal or regulatory compliance obligations, or are otherwise economically or technically necessary.

2.4. Access reserves the right, at its reasonable discretion, to monitor, audit, and review the Customer's use of the Licenced SaaS (including by remote access to usage data and logs) to assess whether the Customer's use exceeds any applicable Thresholds or otherwise falls outside the scope of the licence granted under clause 2.1.

2.5. In the event that the Customer's use of the Licenced SaaS exceeds any applicable Threshold, Access reserves the right to invoice the Customer for the excess usage at Access's prevailing rates, and to adjust the applicable Threshold and associated Fees for the following subscription period accordingly.

2.6. Access shall supply the Licenced SaaS in accordance with the SaaS SLA (available in Appendix 5) applicable at the Effective Date of the Agreement, as updated from time to time.

3. RESTRICTIONS ON USE

3.1. The Customer shall not, and shall ensure that its Authorised Users and any third parties shall not:

(a) modify, adapt, or create derivative works of the Licenced SaaS, except through Permitted Configuration;

(b) reverse engineer, decompile, or disassemble or otherwise attempt to derive the source code, algorithms, or underlying logic of the Licenced SaaS, except to the extent such restriction is prohibited by applicable law;

(c) copy, reproduce, or make the Licenced SaaS available in any manner not expressly permitted by these Licencing Terms or the Agreement;

(d) remove, obscure, or alter any proprietary notices, branding, or copyright markings on or within the Licenced SaaS or Documentation

(e) use the Licenced SaaS to build, develop, or support a product or service that competes with the Licenced SaaS or any other Access product;

(f) directly access, modify, delete, or otherwise manipulate data in any underlying database of the Licenced SaaS except through the user interface or documented APIs;

(g) circumvent, disable, or otherwise interfere with any security features, access controls, licence enforcement mechanisms, or usage monitoring capabilities embedded in or associated with the Licenced SaaS;

(h) use the Licenced SaaS in violation of applicable laws or regulations, including data protection legislation;

(i) conduct or permit penetration testing, vulnerability scanning, or security assessments on the Licenced SaaS or associated infrastructure without Access's prior written consent; or

(j) upload or introduce any virus, malware, or other harmful code into the Licenced SaaS or any associated infrastructure.

4. AUTHORISED USERS AND ACCESS CREDENTIALS

4.1. The Customer shall ensure that access to the Licenced SaaS is limited to Authorised Users only. The number of Authorised Users shall not exceed any user limit specified in the Agreement.

4.2. The Customer shall ensure the security and confidentiality of all access credentials (including usernames, passwords, and any other authentication mechanisms) assigned to or created by the Customer or its Authorised Users. The Customer shall be solely responsible for all activities carried out under such credentials.

4.3. Where multi-factor authentication ("MFA") is available for the Licenced SaaS, the Customer shall ensure that MFA is enabled for all Authorised Users in accordance with Access's recommendations.

4.4. The Customer shall promptly notify Access upon becoming aware of any actual or suspected unauthorised access to or use of the Licenced SaaS or any compromise of access credentials.

4.5. The Customer shall designate a named system administrator responsible for managing Authorised User access and for acting as the primary point of contact with Access in relation to the Licenced SaaS.

5. THIRD PARTY ACCESS

5.1. Unless the Agreement explicitly provides otherwise, the Customer shall not share or make available the Licenced SaaS to any third party without Access's prior written consent.

5.2. Where Access consents to third party access under clause 5.1, the Customer may permit access to the Licenced SaaS to: (i) its group companies; (ii) third party service providers acting on the Customer's behalf under a written agreement that imposes obligations no less protective than those in these Licencing Terms; or (iii) such other third parties as are expressly identified in the Agreement. The Customer shall notify Access of any such arrangements and shall remain fully responsible for such third parties' compliance with these Licencing Terms.

6. INTELLECTUAL PROPERTY

6.1. Access and its licensors retain all right, title, and interest in and to the Licenced SaaS, including all Intellectual Property Rights therein. This includes all updates, enhancements, modifications, configurations, customisations, derivative works, and any other changes to the Licenced SaaS, whether made by Access, the Customer, or any third party. No Intellectual Property Rights are transferred to the Customer by these Licencing Terms or the Agreement.

7. CONFIGURATION

7.1. The Customer may configure the Licenced SaaS to the extent, and in the manner, specified in the Documentation and the Agreement as Permitted Configuration. Access may provide configuration assistance as Consulting Services under the Agreement.

7.2. The Customer is responsible for the accuracy, completeness, and appropriateness of any configuration it undertakes. Access's support obligations do not extend to defects, errors, or issues arising from configuration choices that are inconsistent with the Documentation or Access's recommendations, or that have been performed by a third party not approved by Access.

8. CUSTOMER OBLIGATIONS

8.1. The Customer shall:

(a) ensure that all Authorised Users are made aware of, and comply with, these Licencing Terms as a condition of their access;

(b) implement and maintain appropriate technical and organisational security measures to protect the Licenced SaaS and Customer Data against unauthorised access, loss, or disclosure;

(c) promptly notify Access of any security breach, data loss, or unauthorised access affecting the Licenced SaaS or any Customer Data processed within it; and

(d) maintain accurate records of Authorised User numbers and usage, and cooperate fully with any compliance audit conducted by Access in accordance with clause 2.4.

9. CRITICAL UPGRADES

9.1. The Customer acknowledges that Access may deploy updates to the Licenced SaaS from time to time to reflect improvements to functionality, security, safety, and regulatory compliance. Access will use commercially reasonable efforts to minimise disruption to the Customer's use of the Licenced SaaS in connection with such updates. The Customer acknowledges that certain updates may be designated by Access, acting reasonably, as critical to the security or functionality of the Licenced SaaS and/or the protection of personal data processed therein ("Critical Upgrade").

9.2. If the Customer fails to implement a Critical Upgrade within the specified timeframe, the Customer acknowledges this may result in:

(a) limited technical support availability for the affected Licenced SaaS; and

(b) increased exposure to security risks and potential regulatory non-compliance.

10. AI Features

10.1. Where any Licensed Program includes functionality that uses machine learning or other artificial intelligence (“AI Features”), the Customer's use of those AI Features is additionally subject to the AI Terms incorporated by reference into the Schedule.

10.2. The Customer's use of the Licensed Programs generally (including but not limited to any AI Features) is subject to the Acceptable Use Policy incorporated by reference into the Schedule.

10.3. Where the Customer is licensed to use agentic AI functionality referred to in clause 2 of Schedule 1, such use shall also be subject to the AI Fair Use Policy, which is incorporated into this Schedule by reference.

10.4. The Schedule is incorporated into, and forms part of, these Licencing Terms. As between the Schedule and the rest of these Licencing Terms, the Schedule shall prevail in relation to AI Features to the extent of any conflict; in all other respects, Clause 11.1 governs precedence as between these Licencing Terms and the Agreement.

10.5. Terms used in the Schedule and not defined in these Licencing Terms take the meaning given to them in the Schedule. Unless the context in the Schedule requires

otherwise: “Products and Services” means the Licensed Programs; the “Agreement” mean these Licencing Terms and the wider Agreement of which they form part; and “you”, “your”, “we”, “us” and “our” correspond respectively to the Customer and Access as those terms are used in these Licencing Terms.

10.6. The AI Terms, Acceptable Use Policy and AI Fair Use Policy are incorporated by reference to the versions Access publishes at the URLs in the Schedule.

11. GENERAL

11.1. These Licencing Terms shall apply for the duration of the Agreement and shall terminate automatically on expiry or termination of the Agreement.

11.2. These Licencing Terms and Conditions are incorporated into the Agreement. In the event of conflict, these Licencing Terms and Conditions prevail.

SCHEDULE 1

AI Terms, Acceptable Use Policy and AI Fair Use Policy

This Schedule sets out how the AI Terms, the Acceptable Use Policy and the AI Fair Use Policy referred to in Clause 10 of these Licencing Terms apply to the Licensed Programs. Defined terms used in this Schedule and not otherwise defined below are to be interpreted in accordance with Clause 10.5 above.

1. Incorporation by Reference

The following policies, in the form published by Access at the addresses below (as amended by Access from time to time in accordance with their own terms), are incorporated by reference into, and form part of, these Licencing Terms:

A. AI Terms (available in Appendix 2)

B. Acceptable Use Policy (available in Appendix 3)

C. AI Fair Use Policy (available in Appendix 4)

2. Conflict

Where the AI Terms, the Acceptable Use Policy or the AI Fair Use Policy conflict with the rest of these Licensing Terms in relation to AI Features, the AI Terms, the Acceptable Use Policy or the AI Fair Use Policy (as applicable) shall prevail.

3. AI Fair Use Policy — Agentic AI Tier

The AI Fair Use Policy forms part of the AI Terms and, through the AI Terms, the Agreement. Where the AI Fair Use Policy and the AI Terms address the same subject matter for Agentic AI Tier customers, the AI Fair Use Policy is intended to apply as the more specific provision. For the avoidance of doubt, the Agentic AI Tier applies only

where the Customer is expressly licensed to use agentic AI functionality; it does not apply where a product includes or incorporates AI functionality generally.

Appendix 2 - AI Terms

Capitalised terms used but not defined in these AI Terms have the meaning given in the Core Terms.

These Artificial Intelligence Terms ("AI Terms") sets out terms and conditions for the use of functionality within Our Products and Services that uses machine learning or other artificial intelligence (collectively, "AI Features"). In these AI Terms, "we," "us," and "our" refer to The Access Group, and "you" and "your" refer to the individual or entity using the AI Products and Services.

"AI Products and Services" means the AI Features and the Products and Services they form part of or are made available through.

By using the AI Features, you acknowledge that you have read, understood, and agree to comply with the AI Terms. You are also responsible for any breaches of the AI Terms by third parties who access the AI Features through you or your account(s) with us.

The AI Terms is incorporated into the Core Terms or other agreement that you have entered into with us (or an authorised third-party distributor) that governs your use of the AI Products and Services (as applicable, the "Agreement").

1. BACKGROUND; RELATIONSHIP WITH AGREEMENT

1.1 Nature of AI Features - AI Features are integrated into certain Products and Services. Some AI Features are integrated by default, while others may be available for you to use at your discretion. New AI Features may be added, and existing AI Features may be modified or discontinued at any time, provided that we will give you reasonable prior notice before any discontinuance and the overall functionality of the AI Products and Services will not be materially decreased unless required by applicable law.

1.2 Conflicts - These AI Terms apply to all use of AI Features. In the event of any conflict between the AI Terms and the rest of the Agreement, these AI Terms shall govern and control with respect to the AI Features.

2. YOUR DATA

2.1 Ownership - The AI Features may allow you to submit, upload, transmit or otherwise make available files, instructions, questions, or other data inputs ("Inputs"), from which the AI Features may generate summaries, analyses, insights or other data outputs ("Outputs", and together with Inputs, "Customer Data"), or take autonomous actions ("Actions"). For clarity, (a) Actions may result in Outputs, but Actions are not themselves Outputs (for example, if you direct an AI Feature to create a research report, the research and other steps taken to create the report are Actions and the report itself

is Output); and (b) Customer Data does not include any of our content, data or other background intellectual property (such as our platform and our branding) or any Configured Assets (as defined at clause 2.2).

You retain all right, title and interest, including all intellectual property rights, in and to the Customer Data, and we hereby assign to you all right, title, and interest we have, if any, in and to Customer Data. Our rights to use the Customer Data are limited to those expressly set out in the AI Terms or elsewhere in the Agreement.

For the avoidance of doubt, where any Input also falls within the definition of Customer Content in the Core Terms, the licence granted at clause 7.2 of the Core Terms does not apply to it and it is instead licensed to us under clause 2.3; in all other respects the Core Terms continue to apply to it.

2.2 Configured Assets - Certain AI Features (including, without limitation, Evo Builder, Evo Assistants and Evo Workflow) allow you to design, configure, build or generate applications, conversational or autonomous agents, automated workflows, and the associated configurations, definitions, logic and source or object code (collectively, "Configured Assets"). Configured Assets are not Outputs or Customer Data.

You acknowledge that Configured Assets, by their nature: (a) inherit, incorporate and depend upon the attributes, components, design system, libraries and other functionality of Products and Services; (b) are designed to interoperate with, and may incorporate, expose or call upon, our other products, gateways, connectors and background intellectual property; and (c) are built to operate on, and function only within, our platform and the Products and Services.

Accordingly, as between you and us, we own all right, title and interest, including all intellectual property rights, in and to the Configured Assets, and you hereby assign to us all such right, title and interest you may have in them. This clause 2.2 does not affect your ownership of (i) Inputs you supply to a Configured Asset, or (ii) any Output a Configured Asset generates when run, each of which remains Customer Data and is dealt with under clause 2.1.

We grant You (and Your Permitted Users) a non-exclusive, non-transferable, non-sublicensable right and licence to access and use the Configured Assets you create, within the AI Products and Services and for your internal business purposes, for the term of the Agreement. This licence ends on expiry or termination of the Agreement or the relevant AI Products and Services. Nothing in this clause restricts our right to develop, modify, commercialise or build upon the Configured Assets or any part of them.

2.3 Licence - You grant us a non-exclusive right and licence to store, reproduce, transmit, process, modify and otherwise use Customer Data solely to:

i - provide, operate, maintain and support the AI Features, for you;

ii - monitor for, prevent and address technical, security, safety, compliance and fraud issues; and

iii - where necessary, comply with applicable law and enforce the Agreement.

2.4 No Training - We will not use Customer Data to train or fine-tune any large language models or other generative artificial intelligence models, or permit it to be used for such purposes by third parties (including Model Providers, as defined below), except with your express prior permission.

2.5 Your Warranty - You represent and warrant that (a) you have all necessary rights, licences and permissions to provide any Input you provide to us and to grant us the right and licence granted at clause 2.3; (b) your Inputs are accurate and complete; and (c) your Inputs, and our use of them in accordance with these AI Terms, will not breach any applicable law or infringe the intellectual property, privacy, or publicity rights of any third party. You will indemnify us against any claim, loss, cost or liability arising from breach of these warranties. You are solely responsible and liable for your Inputs.

2.6 Model Providers - The models underlying certain AI Features are provided by third parties ("Model Providers"). You acknowledge and agree that when you use the AI Features, we may submit Customer Data to Model Providers, subject to the security, privacy and confidentiality commitments we make to you under the Agreement. More information about our Model Providers is available in the relevant Product Fact Sheet(s).

3. AI LIMITATIONS AND REQUIREMENTS

3.1 AI Feature Availability - The AI Features depend on models, services and infrastructure provided by Model Providers and other third parties, the availability and performance of which are outside our control and are governed by those third parties' own service levels, which differ between providers and service types and may change.

Accordingly, and notwithstanding anything to the contrary in the Agreement: (a) any service level, availability, uptime or support commitment in the Agreement that applies to the Products or Services generally does not apply to the AI Features; (b) we make no representation, warranty or commitment as to the availability, uptime, response time or performance of the AI Features, which are provided on an "as available" basis; and (c) the AI Features may be unavailable, suspended, throttled, degraded or interrupted, in whole or in part, including as a result of acts or omissions of Model Providers or other third parties, without liability to You.

3.2 Limitations of AI

You acknowledge that:

i - artificial intelligence and machine learning technologies have inherent technical limitations;

ii - Outputs may contain inaccuracies, biases, omissions or errors, may be incomplete or misleading, and may not reflect current legal, regulatory or industry standards;

iii - Outputs are not reviewed by us and do not reflect our views or opinions;

iv - Outputs may not be unique, and the AI Features may generate similar outputs for other users;

v - the legal status of artificial intelligence-generated content is uncertain, and Outputs may not be subject to protection under intellectual property law;

vi - Outputs should not be relied upon as factual information, compliance guidance or advice of any kind;

vii - AI Features may be susceptible to security threats, including but not limited to prompt injection attacks, and should be actively monitored by you when in use; and

viii - for clarity, all of the disclaimers and limitations in the Agreement that apply to Products and Services generally also apply to the AI Features and Outputs.

3.3 Your Responsibilities

i - We offer no warranties with respect to the AI Features, Outputs and Actions, and you are solely responsible for:

ii - determining whether and how AI Features should be used for your intended purpose;

iii - reviewing all Outputs and ensuring they are suitable, relevant and accurate for your requirements prior to use or reliance, and discarding inappropriate or unsuitable Outputs;

iv - ensuring that Outputs comply with applicable laws, regulations, professional and contractual obligations and industry standards (as relevant to your use case);

v - any decisions, actions or omissions taken based upon Outputs;

vi - exercising appropriate oversight to avoid undesired Actions; and

vii - consequences of Actions taken by AI Features either as configured by you or otherwise in response to your Input. For clarity, all Actions taken by AI Features are deemed to be taken by you and not by us, and you accept full responsibility for such Actions.

4. ACCEPTABLE USE POLICY

Use of the AI Features, like all Products and Services, requires compliance with our Acceptable Use Policy, available at https://www.theaccessgroup.com/en-gb/legal-

hub/acceptable-use-policy-1/ (“AUP”), which is designed to ensure safe, lawful and responsible use of our Products and Services, prohibit activities such as cybercrime and hate speech, and require compliance with applicable laws.

You agree to always comply with the AUP when using the AI Features, and you agree that any violation of the AUP that causes damage or loss to us will not be subject to any liability limitations or exclusions under the Agreement.

Further, to the extent our AUP requires you to comply with the usage policies of our partners or other third parties, and your breach of those policies causes claims or other actions against us, you agree to indemnify, defend us, and hold us harmless, against such claims and other actions.

5. FEES

Use of the AI Features is subject to the fees set out at https://www.theaccessgroup.com/en-gb/legal-hub/ai-pricing/ (as may be updated from time to time) (“AI Fees”), which you hereby agree to pay when due. Without limitation of such payment obligations, you hereby authorise us to automatically charge AI Fees using any payment card information, bank account, or other payment information provided to us by you.

For clarity, AI Fees are usage-based and are separate from, and additional to, fees for other aspects of the Products and Services, including any recurring subscription fees, and are non-refundable. You are responsible for paying any and all withholding, sales, value added or other taxes, duties or charges applicable to the AI Fees, other than taxes based on our income.

6. USAGE DATA

“Usage Data” means data and information collected, generated, or derived from your use of the AI Features, including but not limited to metadata, analytics, performance metrics, and other data that does not include Customer Data or personal information or is anonymised and/or aggregated so that it does not identify you or any individual user. For clarity, Usage Data is not Customer Data.

Without limitation of our privacy, security, and confidentiality commitments under the Agreement, we may collect, analyse, and utilise Usage Data for any lawful purpose (e.g., to assess the relative popularity of features within the AI Features or identify other usage trends).

7. OUR RIGHTS AND REMEDIES

Failure to use the AI Features in accordance with these AI Terms is a violation of the Agreement and may result in immediate suspension of the applicable AI Features or other consequences as set out in the Agreement, including termination thereof.

Additionally, we (or the Model Providers) may limit the use of the AI Features through token limits, throttling, or other usage controls in our (or their) sole discretion, without liability to you, due to capacity limitations or if necessary to protect the security or functionality of the Products and Services or our (or their) systems, networks and other infrastructure.

8. MODIFICATIONS

We reserve the right to modify the AI Terms from time to time at our sole discretion, notwithstanding the clause 10.2 of the Core Terms; provided that we will not make any updates that reduce our privacy, security or confidentiality obligations to you.

We will notify you of any such modifications either via email or by posting a revised copy of these AI Terms on our website. Your continued use of the AI Features following the posting or notice of any changes will mean you accept those changes.

Appendix 3 - Acceptable Use Policy

Capitalised terms used but not defined in this Acceptable Use Policy have the meaning given in the Core Terms.

This Acceptable Use Policy (the "Policy") sets out rules and requirements for lawful, safe and responsible use of Our Products and Services, including AI Features. By using our Products and Services, you acknowledge that you have read, understood, and agree to comply with this Policy. You are also responsible for any breaches of this Policy by third parties who access the Products and Services through you or your account(s) with us.

Please note that this Policy is incorporated into the terms and conditions or other agreement that you have entered into with us (or an authorised third-party distributor) that governs your use of our Products and Services (as applicable, the "Agreement").

1. GENERAL

This Policy is designed to protect the Products and Services, our networks, infrastructure and other customers from improper, abusive, or illegal activity.

When using Our Products and Services, all users are expected to act in a reasonable and lawful manner, to adhere to commonly accepted industry practices and standards, and not to engage in any activity that causes or is likely to cause harm to individuals, groups, or the general public. The specific prohibited conduct listed below is for illustrative purposes and is not exhaustive.

2. ILLEGAL AND UNETHICAL ACTIVITY

You may not use the Products and Services, or permit Our Products and Services to be used, in any manner that breaches applicable law or regulation or that infringes or misappropriates our rights or the rights of any third party. Without limiting the foregoing, you may not use Our Products and Services to engage in, promote or facilitate activity that involves, or to create, retrieve, store, transmit or distribute content, information, data or other material that contains, as applicable:

2.1 Illegal Activity - breach of any applicable law or regulation (including, where applicable, any tariff, treaty, export control laws or other applicable legal requirements);

2.2 Hateful, Harassing, or Violent Material - hate speech or incitement to hatred against individuals or groups based on race, ethnicity, nationality, religion, gender, sexual orientation, disability, or any other protected characteristic; harassment, bullying, intimidation, or threats of violence against any person; or promotion or glorification of terrorism, violent extremism, or acts of mass violence;

2.3 Harmful or Abusive Material - child sexual abuse material (CSAM) or any material that exploits or endangers minors; material that is obscene, offensive, abusive, menacing, fraudulent, deceptive, or misleading, including phishing schemes or impersonation; or any material designed to facilitate human trafficking, exploitation, or other abuses;

2.4 Intellectual Property Infringement - infringement or misappropriation of the intellectual property rights of others, including copyrights, patents, trademarks, trade secrets, or other proprietary rights;

2.5 Cybercrime and Malicious Activity - viruses, worms, Trojans, ransomware, spyware, or any other malicious software or harmful components; or phishing, social engineering, or other fraudulent schemes;

2.6 Unauthorised Access and Interference - unauthorised access to, interference with, or compromising the normal functioning, operation, or security of, any network, system, account, computing facility, equipment, data, or information, whether ours or belonging to any third party (e.g., denial-of-service attacks); unauthorised probing, scanning, or testing the vulnerability of any network or system, or breaching any security or authentication measures; or interference with the ability of others to access or use the Services or the internet; or

2.7 Spoofing, Spam and Unsolicited Communications - forging of any TCP/IP packet header or any part of an email header or newsgroup posting; or sending of “spam” (i.e., a commercial email sent to a large number of recipients who have not requested or opted to receive it and have no reasonable expectation of receiving email from the sender). All electronic messages sent using the Services must include a valid reply-to address under your control; must not contain missing, malformed, or forged headers; must comply with all applicable laws governing electronic communications; and must allow recipients to opt out of receiving further communications, with any such opt-out request honoured promptly.

3. RESPECTING ACCESS, OUR PARTNERS AND OUR CUSTOMERS

When you use our Products and Services, you must not do so in a manner that harms us, our partners or our other customers. This means you may not:

3.1 Reverse Engineering and Competition - reverse engineer, decompile, disassemble, distill, jailbreak or subject to prompt injection, or otherwise attempt to derive the source code, algorithms, model weights, system prompts, training data, or underlying technology of the Services (or, in the case of AI Features (as defined below), cause them to take unauthorized actions or produce inappropriate output); use the Services, including material outputted by the Services, to develop or improve any technology, product or service that competes with us or with our partners (including, if you use the

AI Features, any technology, product or service that competes with the underlying artificial intelligence models); or systematically extract, collect, or harvest material outputted from the Services for the purpose of creating datasets, benchmarks, or derivative works;

3.2 Bots - Except as authorised by Us, you may not use software, devices, scripts, robots, AI agents, or any other means or processes (including browser plugins, add-ons, or other technology) that scrape, crawl, or otherwise extract data from our Products and Services; that access or use Our Products and Services automatically (including to send or redirect messages); or that circumvent any technical limitations or rate limits imposed on Our Products and Services;

3.3 Billing - attempt to circumvent or alter any method of measuring or billing for our Products and Services; or

3.4 Partner Usage Policies and Standards - breaches the usage policies of any of our partners involved in provision of Our Products and Services to you, or of any third-party networks that Our Products and Services enable you to access, in each case, where such policies have been communicated to you (including the acceptable usage policies of our partners identified in the relevant Product Fact Sheet(s).

3.5 Fair Usage and Security - where you use our Products and Services that make use of shared networks, environments or other infrastructure (such as our cloud hosting Services), make excessive use of that infrastructure or engage in other use thereof that may degrade the performance, availability, or security of the shared environment for other customers; or fail to implement and maintain reasonable security measures on any systems or applications hosted on shared infrastructure, including timely application of security patches and updates.

4. MATERIAL ON THE INTERNET

We do not operate or control the information, services, opinions, or other material available on the internet. You agree that you shall make no claim against us relating to the material from the internet or respecting any information, product, service, or software ordered through or provided by virtue of the internet. We do not monitor or exercise editorial control over information passing over our networks and exclude all liability in respect of any transmission or reception of information of whatever kind, including the accuracy of its contents.

5. AI USE

The following additional terms apply where the Services include functionality that uses machine learning or other artificial intelligence (collectively, “AI Features”).

5.1 Prohibited AI Uses - You may not use the AI Features to engage in any activity or practice that is prohibited under any applicable law or regulation governing deployment

and/or use of artificial intelligence systems or services (an "AI Law"), such as (if applicable to you) the European Union's AI Act (the "EU AI Act").

5.2 High-Risk Use - You may not use the AI Features for any use cases deemed "high-risk" (or given a similar designation) by any applicable AI Law (including, if the EU AI Act is applicable to you, those use cases listed in Annex III thereof), including but not limited to those use cases that may affect the health, safety, rights, or freedoms of individuals, without our prior written approval; provided that any feature, product or service among the AI Features pre-designated by us as approved for high-risk use cases is pre-approved. For clarity, approval may be conditioned on additional guardrails and restrictions, and may be conditioned or withdrawn if legal or safety requirements change or are anticipated to change.

When engaging in an approved high-risk use case: (a) a qualified professional in the relevant field must supervise the use case, including by reviewing all material (including advice, decisions or recommendations) produced, or automated action proposed to be taken, by the AI Feature prior to dissemination, use or implementation; (b) you must disclose to individuals affected by the use case that you are using artificial intelligence to help produce your advice, decisions, or recommendations (as applicable); (c) you must maintain appropriate records of the use case, including inputs, outputs, automated actions and the nature of human review performed; and (d) you must promptly notify us of any incident arising from the use case that has or could reasonably be expected to have an material adverse effect on individuals or to give rise to a claim or other action against us.

For avoidance of doubt, you may not use the AI Features as a sole basis for decisions in high-stakes domains, including but not limited to medical, legal, financial, or safety-critical applications.

You acknowledge and agree that specific AI Features may have additional guardrails and restrictions related to high-risk use cases, and you agree that these guardrails and restrictions are deemed part of this Policy and that you are therefore required to comply with them upon notification to you.

5.3 Transparency and Disclosure - Where you use the AI Features to interact with persons outside of your organisation or to generate material that is presented to persons outside of your organisation, you are responsible for making appropriate disclosures regarding the AI-generated nature of such material where required by applicable law or where a reasonable person would expect such disclosure. You may not represent that outputs of the AI Features are human-made where doing so would be deceptive or misleading.

6. OUR RIGHTS AND REMEDIES

Failure to use Our Products and Services in accordance with this Policy is a breach of the Agreement and may result in immediate suspension of the applicable Services or other consequences as set out in the Agreement, including termination thereof.

We reserve the right to inspect your use of the Services and your compliance with this Policy, including by installing and using, or to requiring you to install and use, any appropriate devices or measures to detect or prevent breaches of this Policy, as well as devices designed to filter or terminate access to the Services.

7. REPORTING AND COOPERATION

If you become aware of any breach of this Policy by any person, including third parties who have accessed Our Products and Services through you, you shall inform us without undue delay. You shall cooperate with us and with appropriate law enforcement agencies and other parties involved in investigating claims of illegal or inappropriate activity.

8. MODIFICATIONS

We reserve the right to modify this Policy from time to time at our sole discretion; provided that we will not make any updates that reduce our privacy, security or confidentiality obligations to you. We will notify you of any such modifications either via email or by posting a revised copy of this Policy on our website. Your continued use of Our Products and Services following the posting or notice of any changes will mean you accept those changes.

Appendix 4 - Fair Use Policy

Agentic AI Tier (Tier 2): Schedule to the Artificial Intelligence Terms

This AI Fair Use Policy (Policy) forms part of the Artificial Intelligence Terms and, through the AI Terms, the Agreement.

Where this Policy and the AI Terms address the same subject matter for Agentic AI tier customers, this Policy is intended to apply as the more specific provision.

1. PURPOSE

This Policy applies to customers on the Agentic AI tier at the fixed per-user-per-month (PUPM) rate referred to in the Fees section of the AI Terms and on the pricing page. It defines the usage parameters within which the PUPM rate applies and the consequences of exceeding them.

2. NORMAL BUSINESS USE

The PUPM fee covers agentic AI use by named individual users as part of their normal, day-to-day business activity. In practice, this means the kind of use expected from someone doing their job - not usage that, by reason of its volume or frequency, goes materially beyond what would be expected from an individual carrying out their normal working responsibilities or with how other users on the Agentic AI tier typically use the service. We monitor use at account level, and clause 5 explains how We may introduce or update specific usage thresholds over time.

3. WHAT THIS POLICY PROTECTS AGAINST

The guardrails in this Policy exist to:

(a) prevent a small number of high-volume users degrading service for others;

(b) protect the economic sustainability of the flat-rate model; and

(c) prevent automated or bulk use that was not contemplated by the PUPM pricing.

They are not intended to restrict normal, good-faith business use.

4. EXCESS USE AND THROTTLING

Where Your aggregate consumption materially exceeds the parameters described in clause 2 in any calendar month:

(a) We will notify You;

(b) We may apply rate limiting or throttling to Your account pending agreement on additional capacity;

(c) We will offer an upgraded capacity tier or consumption supplement at Our then-current rates; and

(d) We will not charge retrospectively for excess use without Your prior written agreement.

Throttling will be applied at account level, smoothing individual user spikes across the account before any restriction is applied.

5. REVIEW OF PARAMETERS

We reserve the right to introduce, and subsequently update, specific usage parameters for the purposes of clause 2 on 30 days' notice.

Appendix 5 - SaaS Service Level Agreement

This SLA applies to the SaaS (or hosted Software, as applicable) and forms part of the Agreement. The service level that applies to Your subscription depends on Your jurisdiction; regional variations are set out in section 6. Where a capitalised word is used in these terms but is not defined here, it has the meaning given to it in the Core Terms.

1. Overview

1.1 This SLA is an availability service level agreement between You and Us for the SaaS (or hosted Software, as applicable).

2. Availability

2.1 We will use commercially reasonable efforts to make the SaaS available 24 hours a day (for at least 99.8% of the time per calendar year), seven days a week, except during emergency or routine maintenance. You acknowledge that Your access to the internet cannot be guaranteed, that We are not liable for deficiencies in Your own internet connections or equipment, and that We may take measures affecting accessibility to the SaaS where We consider it necessary for technical, maintenance, operational or security reasons.

2.2 You are responsible for ensuring Your internet connections, computer equipment and telephone solutions are compatible with the SaaS, and for any damage caused to them by anything You access or obtain using them. We are not liable for any losses You suffer as a result of such incompatibility or damage. You are responsible for all charges relating to Your internet connection, computer equipment and telephone service.

3. Monitoring

3.1 Monitoring operates on a 24/7/365 basis.

For Hosting Infrastructure Services, We use, as standard:

(a) monitoring of application access and availability from multiple global locations (uptime, latency and availability of applications and URLs);

(b) infrastructure monitoring across multiple platforms to ensure infrastructure runs within defined thresholds and within Our ITIL change process; and

(c) proactive threat monitoring, with alerts and dashboards monitored in real time by security analysts and relevant threats escalated to Our technical team and, where appropriate, managed as Incidents.

4. Maintenance windows

4.1 We may take the SaaS offline for emergency maintenance and, where We do, will use reasonable endeavours to give You as much notice as reasonably possible. Routine maintenance (which may also require the SaaS to be taken offline) is carried out during scheduled windows for monthly maintenance, patching, upgrades and infrastructure changes. These interruptions are scheduled for the third Wednesday of every month (see the regional times in section 6).

4.2 Updates and upgrades are performed at Our discretion. We will give You at least one week's notice of all planned upgrades.

5. Backups and disaster recovery

5.1 All servers used to provide the SaaS are subject to Our current backup and recovery procedures. Backups are stored on disk within a multi-tenancy data vault at Our DR data centre and are encrypted; backup retention is 90 days; virtual machine images are kept for 7 days using Veeam (backed up once a day, seven days a week); and SQL backups are transactional (taken every 15 minutes) and full daily, regardless of user activity.

5.2 Disaster recovery uses the following terms: RTO (Recovery Time Objective) is the targeted time within which the Access solution must be restored after a disaster; RPO (Recovery Point Objective) is the maximum targeted period for which data might be lost due to a major incident; and the Maximum Restore Period is the maximum period to complete a database restore on a Customer's production or non-production environment (see the regional figures in section 6).

6. Regional variations

Parameter	**UK / EMEA**	**APAC**
Monthly maintenance window (third Wednesday)	2200-0400 GMT	2200-0100 AEST/AEDT
VM image backup time	2300 UTC daily	2300 AEST/AEDT daily
Disaster recovery - RTO	12 hours	24 hours
Disaster recovery - RPO	15 minutes	1 hour
Maximum Restore Period (Production)	90 days	90 days
Maximum Restore Period (Non-Production)	15 days	15 days

Appendix 6 - Hardware as a Service (HaaS) Supplementary Terms

These Supplementary Terms apply where Your Agreement includes the provision of Hardware as a Service (HaaS). They apply in addition to, and prevail over, any conflicting terms in the Core Terms or Your Order (unless the Order expressly states otherwise with explicit reference to these Supplementary Terms), or implied by trade custom, practice, course of dealing or non-mandatory law. Where a capitalised word is used in these terms but is not defined here, it has the meaning given to it in the Core Terms.

1. Definitions

Hardware — the physical equipment We provide as part of the HaaS offering.

Hardware Buyout Option — Your right to purchase the Hardware for nominal consideration at the end of the Initial Term.

2. Provision of Hardware

2.1 You may use the Hardware during the Licence Term, subject to the Core Terms and these Supplementary Terms.

2.2 The quantity and description of the Hardware are set out in Your Order.

2.3 Any samples, drawings, descriptive matter, specifications and advertising We issue, and any descriptions or illustrations in Our catalogues or brochures, are for illustration only and do not form part of the Agreement.

2.4 We may correct any typographical, clerical or other error or omission in any sales literature, quotation, price list, invoice or other document, without liability.

2.5 We may (but are not obliged to) change the specification and/or brand of the Hardware where necessary to comply with applicable legislation, or where the change does not materially affect the quality or performance of the Hardware.

2.6 We will use reasonable efforts to pass on to You the benefit of any warranty or guarantee given to Us by the Hardware manufacturer.

2.7 Our employees, contractors and agents are not authorised to make contractually binding representations or statements about the Hardware, and any such statements do not form part of this Agreement.

3. Delivery and acceptance

3.1 We will use reasonable efforts to deliver the Hardware on the dates agreed with You, but those dates are approximate only. Time is not of the essence for delivery, and We are not liable for any delay, however caused.

3.2 Delivery will be during normal business hours (excluding bank and public holidays). We may charge extra for deliveries You request outside those hours.

3.3 You are responsible, at Your own expense, for preparing the delivery location and providing all necessary access and facilities for delivery (where applicable) and (where We are providing the installation) installation. If We cannot deliver or install on the specified date because of inadequate preparation, We may charge additional fees to cover any resulting losses.

3.4 You are treated as having accepted the Hardware once You have had five days to inspect it after delivery.

3.5 We are responsible for any damage, shortage or loss in transit, provided You notify Us within five days of delivery (or the scheduled delivery date) and the Hardware has been handled in accordance with Our guidelines. Remedies under this clause are limited, at Our discretion, to either replacing or repairing Hardware verified by Us to have been lost or damaged in transit.

3.6 Risk and responsibility for the Hardware remain with Us until it is delivered to You at the location You specify. On arrival at the delivery point, off-loading is carried out at Your risk.

4. Terms of use

4.1 You will keep the Hardware in good condition and use it in accordance with the Core Terms. In particular, You will:

4.1.1 Use it with care for its intended purpose.

4.1.2 Comply with all manufacturer requirements and recommendations, and all applicable laws.

4.1.3 Take all reasonable precautions to protect the Hardware from damage, including but not limited to:

(a) Not destroying, defacing or obscuring identifying marks, serial numbers or packaging;

(b) Keeping it away from excessive liquid, moisture, heat or corrosive substances.

(c) Preventing physical whether during use or storage.

(d) Protecting it from unauthorised access, tampering or modification.

(e) Promptly reporting any damage or malfunction to Us without attempting unauthorised repairs.

We are not liable for any damage (including repair or replacement) if You breach this clause.

4.2 You will keep the Hardware insured on Our behalf for its full value against all risks, with a reputable insurer, to Our reasonable satisfaction.

4.3 Until ownership of the Hardware transfers to You, You grant Us, Our agents and employees an irrevocable licence to enter any premises where the Hardware is or may be stored, at any time, to inspect it.

4.4 On termination of the Agreement for any reason, Our rights under this section 4 continue, while Your rights do not.

5. Hardware Buyout Option

5.1 You may exercise the Hardware Buyout Option by giving Us written notice at least 90 days before the end of the Initial Term or (if applicable) the current Further Term, via the cancellation form at the link in Your Order.

5.2 On exercising the option, You may purchase the Hardware from Us for nominal consideration equal to one monthly Fee paid by You under the corresponding Order.

5.3 On purchase, We will transfer ownership of the Hardware to You 'as is', and all Our support obligations for that Hardware will cease at the end of the Initial Term or current Further Term. Unless You have terminated the corresponding Order under the Core Terms, this does not affect the continuation of the rest of that Order.

5.4 Unless You give the required 90 days' notice under clause 5.1 (or otherwise terminate the broader Order in accordance with the Core Terms), the HaaS will automatically continue into the Further Term.

6. Consumables

6.1 Consumable items are excluded from the Hardware offering. Consumables (including till rolls, ink cartridges, batteries, clerk cards and any other items consumed through regular use) are not covered. You are solely responsible for procuring, replacing and maintaining all consumables, and We are not liable for any consumable-related costs or replenishment.

7. Termination

7.1 On termination, You will return the Hardware to Us unless the Hardware Buyout Option has been exercised in accordance with section 5.

Appendix 7 - Access TEC Service Levels

SLA for Access TEC Platform Services and Access TEC Device repairs/returns

Please note that the following apply only to customers ("You" "Your" "Yours") who have purchased Access TEC Devices and/or Platform Services directly from Access UK Limited ("Access", "We" or "Us" "Our"). For any purchases from an Access TEC Solution Reseller, please refer to your agreement with that reseller.

Definitions

"Business Days" means Monday to Friday excluding English bank holidays and public holidays.

"Devices" means telecare hardware and peripherals supplied by Us (whether directly or via a Solution Reseller and whether Access-branded or otherwise)

"Platform Service" means the Access TEC SaaS platform which may include any of IntelliCare, Connect+, MyOysta and the Assure Dashboard.

"Solution Reseller". An approved reseller of Access TEC Solutions that has a reseller agreement in place with Access directly.

1. Availability Service Level

1.1. Uptime Target. We will use commercially reasonable efforts to ensure that the Platform Service will be available for the uptime target of 99.5%. Uptime is measured over a rolling 12 months, excluding any Scheduled Downtime or emergency downtime.

1.2. Actual Uptime percentage is calculated in minutes as the total time per annum minus any time outside of Scheduled Downtime when the Platform Service has an unresolved Priority 1 issue or where a Priority 1 issues exists without a work-around.

1.3. Internet availability or mobile network availability outside of the Platform Service's hosted environment cannot be guaranteed, is not within Our control and does not affect the actual uptime.

1.4. Scheduled Downtime. We will provide Your nominated technical contacts with a minimum of seven (7) days' notice of Scheduled Downtime. Downtime is scheduled during times of less usage, where possible.

1.5. Emergency Downtime. We are entitled to take emergency measures that affect accessibility to the Platform Service where We consider it to be necessary for technical, maintenance, operational or security reasons. We will endeavour to give as much notice as practical in these situations.

1.6. Platform Service monitoring is operated on a 24/7/365 basis. Platform Service alerts are prioritised and handled by the Access Support desk.

2. Support Service Levels

2.1. The Access Support desk is available to Your representatives from 08:00 to 18:00 (UK time) on Business Days ("Support Desk Hours"). The Access TEC service desk is available by phone or e-mail during these hours.

2.2. Platform Service monitoring tickets for Priority 1 issues are prioritised and addressed 24x7, 365 days per year.

2.3. All ticket classifications will be managed in accordance with the Access service desk hours. All calls and tickets are logged in the Access ticketing system.

2.4. Incident classifications and Response Times. Access TEC support team will categorise issues according to the information available at the time and with regard to the impact as below. Access TEC support team will use commercially reasonable endeavours to meet the target response and restoration times (below).

Priority	**Description**	**Target Response Time**	**Target Restoration Time**
Priority 1 - Critical	Severe System Failure/Outage – All users unable to access the system due to a failure in an aspect of the software that is critical to the business.	Up to 1 hr	4 hours
Priority 2 – High Priority	An entire process within the system is down or cannot function and there is a detrimental effect	Up to 2 hrs	8 hours

	on your business' operation.		
Priority 3 – Normal	Incidents affecting a single user and/or non-critical function. You would like the ticket closed as promptly as possible but not urgently. Not affecting day-to-day operations.	Up to 4 hrs	15 days
Priority 4 - Low	General, non-urgent queries or requests for assistance that You have not been able to resolve via user guides or the knowledge base	Up to 1 business day	N/A

2.5. The restoration time is the elapsed time between the incident being correctly raised and the resumption of functionality and return to business as usual (possibly by way of a workaround). This time does not include:

- time waiting for responses for any requests We make for further, necessary information; nor

- (except in respect of Priority 1 tickets) any portions of time that fall outside the Support Desk Hours.

2.6. Backup and Recovery of Data. As a part of the Platform Service, We shall maintain a backup of all Your data that We are required to retain as a part of the Platform Service. In the event Your data becomes destroyed or corrupt, We shall use all commercially reasonable efforts to restore all available data from backup and remediate and recover such corrupt data.

3. Returns and Repairs Service Levels and Terms for Access TEC Devices

3.1. RMA Numbers. Access Support will provide an RMA (return merchandise authorisation) number for warranty and non-warranty returns. No Devices should be returned to Access without first obtaining an RMA number from Access TEC Support, who will also confirm the return address.

3.2. Shipment of Devices to Access is at Your cost.

3.3. Warranty Repairs. We will endeavour to examine the Device within 10 Business Days of its return, and where confirmation of a warranty fault is found, the Device will be repaired or replaced at Access' discretion. Access will return the Device(s) at Access's cost. If the device is found not to be a warranty fault, Access TEC Support will contact You to discuss the options for repair, replacement or disposal.

3.4. Non-warranty Repairs. Devices can often be repaired. Access TEC Support can provide price list of costs for repairs. Final price will depend on examining the Device and confirming the cost of the repair. Access TEC Support will confirm price estimate and seek confirmation before starting repairs. Repair time will depend on the repair, and cannot be determined beforehand. Repairs have a 6 month warranty from repair.