

SUPPORT CONTRACT

[CLIENT NAME]

MANAGED SERVICE

[SOW NUMBER]

BETWEEN: [Client Name], [Client Address]

AND: TE Digital Limited, 27 Copperfield Street, London, SE1 OEN

This Statement of Work, including all schedules, attachments and other documents incorporated herein (collectively, the "SOW"), is entered into as of the date of the signature below by and between TE DIGITAL LIMITED, a company incorporated and registered in England and Wales with company number 13857943 whose registered address is Ground Floor, 27 Copperfield St, London SE1 OEN ("ThirdEye"), and [Client Name], a company incorporated and registered in England with company number [Company Registered Number] whose registered address is [Client Address]

This Support Agreement is entered into pursuant to the Professional Services Agreement dated [PSA Signed Date] ("Agreement") between Customer and ThirdEye. This SOW forms part of the Agreement, and the terms of the Agreement shall govern this SOW unless otherwise expressly provided herein. All capitalised terms that are not separately defined in this SOW shall have the meanings set forth in the Agreement.

Standard Support Contract Services

Services offered as part of the Support Contract to all Customers are listed below:

Weekly Office Hours:

A standing weekly call with the Customer's Salesforce team to answer any questions, provide advice or demonstrate new features.

Release Planning:

This includes planning to take advantage of new features released by Salesforce and other third-party applications used by the Customer or a Customer Entity. When release planning, ThirdEye will confirm that existing functionality will continue to work with new software releases and that the Customer's and the Customer Entities' business direction and facilitating technologies are aligned.

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Feedback Management:

A configurable application built by ThirdEye to manage the support tickets that are submitted by Users and the Customer's administration team. This allows ThirdEye to track all requests in a single place, indicate priority, provide estimates for hours to complete each item, and organise items into releases.

Monthly Planning Meeting:

A monthly meeting with key stakeholders to gain consensus on process innovation, prioritise new Feedback Items and identify items for the upcoming release.

Quarterly Business Reviews:

A quarterly meeting with key stakeholders to review key business metrics, identify any new strategies or priorities for the business and review overall system progress made in the previous quarter.

Utilisation Reports:

A reporting utility that provides metrics on usage and predictive usage of the ThirdEye Support Services.

Support Hours

The Customer also has up to 72 hours of support each month. These hours can be used as desired to support with the following activities.

Account Management:

The following are examples of Account Management activities:

- Account Manager: A central point of contact to manage set expectations, consult on business processes, manage the monthly allotment of hours/resources, and liaise between the Customer and the ThirdEye team.
- Communication: conduct status meetings, collaboration site, case management application

Ticket Response Times

The table provided below is specifically focused on response time commitments and does not pertain to resolution time.

Bug Response Time				
Priority	Definition	First Response (Within business hours 09:00 - 17:00 - Monday to Friday)	Bug Updat es	Escalation
Critical	Urgent - immediate impact on business function with no work around available	4 hours	Daily	If no response is given by ThirdEye project manager within 2 hours the client team escalates to the Engagement Manager.
Medium	Medium priority bug with workarounds available and limited impact to the business	8 hours	48 Hours	If no response given by ThirdEye project manager within 8 hours client team escalates to the Engagement Manager

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Low	Low priority bug with workarounds available and no impact to the business	16 hours	Weekly	If no response given by ThirdEye project manager within 16 hours client team escalates to the Engagement Manager
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Major Incident/PI Support:

- 4th line support for areas within ThirdEye remit
- Hours - 09.00 – 17.00 UK working days
 - Out of hours support is best endeavours

Mentoring & Enablement:

- Guidance on new Salesforce features
- Additional guidance and mentoring for admins

Operational & Architectural Support

- Supporting with design and best practice
- Embedding operational best practice

Continuous Improvements

- Building roadmaps to improve on identified processes and practices
- Improvements to Experience Cloud/Service Cloud

ThirdEye Remit

- Sales Cloud
- Service Cloud
- Experience Cloud
- Integrations (incl. MuleSoft)

ThirdEye have offered the first month of Managed Service for free of charge which will be reflected in the billing

Term (Months)	Monthly Ad Hoc Support Hours	Monthly Cost (GBP)
12 (11 paid)	48	7,500
Hourly Rate if Overages Required: £150/hr		

Travel expenses are not included in the above table. Travel Expenses require to be agreed in advance with the Customer. Travel expenses shall not be paid for travel to and from the Customer's offices in London.

Renewal

The term of the Contract is for the period from 1st December 2025 through 30th November 2026 ("the Term"). The Term shall automatically continue for further twelve-month periods beyond 30th November 2026 (Renewal Term") on the same terms which exist immediately prior to renewal unless either party has given 30 days' prior written notice to terminate the Contract effective as at the end of the Term or Renewal Term as appropriate.

Break Clause

Either party may terminate this Agreement after six (6) months by providing the other party with thirty (30) days' written notice.

Monthly Hours Allocation

The Customer has up to 72 hours of ad hoc support to use as desired each month. Typically, these hours are to be used between 9am – 5pm on UK working days. The Services Provider will use best endeavours to

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provide out of hours support should they be required. The Services are designed to give the Customer a great deal of flexibility and the Customer may change the Monthly Ad Hoc Hours according to the following guidelines:

1. The Customer is entitled to adjust the number of service hours each quarter (every three months) in alignment with the following options:

- 48 hours per month at a rate of £7,500 per month
- 72 hours per month at a rate of £11,000 per month
- 120 hours per month at a rate of £18,000 per month

2. Notice of Adjustment:

- The Customer must provide written notice at least 30 days prior to the start of the next quarter if they wish to adjust their service hours.

3. Alignment with Available Packages

- Any adjustment in service hours must correspond to one of the predefined service packages. If the Customer wishes to adjust their hours outside of these packages, ThirdEye will work with the Customer to agree on a custom package.
- A permanent increase will be subject to ThirdEye having sufficient resources available to satisfy the increase and ThirdEye will use all reasonable endeavours to make resources available. As soon as such a request is made by the Customer the parties will in good faith endeavour to agree when and if resources will be available. Once agreed the new Monthly Hours and the effective date of the change will be evidenced in writing between the parties and shall form an amendment to this Contract.

4. Effective Date of Adjustment:

- Adjustments to the service hours and corresponding fees will take effect at the beginning of the next billing cycle following the quarterly review.

Increasing Monthly Hours

Should hours need to be increased on an ad hoc basis, ThirdEye offers an overage option. The Customer will give written consent to exceed contracted hours and will not require signing of a formal contract amendment. In this instance, ThirdEye will bill the Customer for the overages as part of the standard invoicing process at the hourly rate stated above. ThirdEye will use all reasonable endeavours to make resources available to satisfy the request. The Services Provider shall notify the Customer when Customer has used 90% of the Monthly Support Hours and shall not exceed the Monthly Support Hours without prior notification to the Customer and written consent from the Customer. In the event of an overage on hours used within a month or quarter, ThirdEye and the Customer will discuss and agree how these hours will be treated in accordance with the options above.

Invoicing

Upon the execution of this Contract, an invoice will be issued at the start of Month 1 (December 1st 2025). Subsequent invoices will be issued on a monthly basis in advance.

Annual Rate Review

Annual Rate Increase:

- ThirdEye reserves the right to apply an annual rate increase to both the overage rates and the managed service tiered package offerings.

Notification of Rate Increase:

- ThirdEye will discuss any proposed rate increases with the Customer at least one month prior to the annual renewal date.

Effective Date of Rate Increase:

- Any rate increase will take effect at the beginning of the next annual billing cycle following the notification and discussion period.

Payment Terms

All payments are due within 30 days of the invoice date.

Termination

ThirdEye may terminate this Contract immediately by notice in writing to the Customer if the Customer fails to resolve any undisputed non-payment and such failure is not cured within twenty-eight (28) days after written notice. In such an event the Customer shall be responsible for payment of Services up until the date of termination.

Customer's Responsibilities

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- The Customer will assign an appropriate contact who will be available for regularly scheduled status meetings.
- The Customer will have stakeholders available for Quarterly Reviews (preferably in-person) of the value provided by ThirdEye.
- The Customer will take all reasonable precautions to protect all ThirdEye IP, Assets and Accelerators from being taken by any 3rd Party that gains access their instance of Salesforce.

Effective Date and Expiration

This Support Contract is dated 06/02/2025. The scope and pricing of this SOW expire on 10/02/2025, unless this Support Contract is executed by both parties on or prior to that date.

[Client Name]

TE DIGITAL LIMITED

Authorised Signature:

Authorised Signature:

Name:

Name:

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Title:

Title:

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SCHEDULE A - Project Identification Details

ThirdEye Contact Details	
Project Name	
Account Manager	
Address	27 Copperfield Street, London, SE1 OEN
Telephone	
Email	

DETAILS BELOW TO BE COMPLETED BY CUSTOMER PRIOR TO SIGNATURE

Customer Billing/Accounts Payable Details	
Name	
Address	
Telephone	
Email	

Customer Project Manager Details	
Name	
Address	
Telephone	
Email	

Purchase Order No. _____

or

Purchase Order Exemption Acknowledgement:

Customer does not issue Purchase Orders for Services; however, Customer agrees to pay for Services performed under this SOW, as specified in the SOW and the Agreement.

Tax Information

___ (1) Exempt (Attach Tax Exemption Form)

___ (2) Non-exempt

This Schedule is dated 06/02/25.

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[CLIENT NAME] LAW MANAGED SERVICE

[CLIENT NAME]

TE DIGITAL LIMITED

Authorised Signature:

Authorised Signature:

Name:

Name:

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Title:

Title:
