

## Support Services Policy

This Support Services Policy describes the support services provided by Equin Limited (“Equin,” “we,” or “our”) to Customers of the Insight service (“Services”).

Unless otherwise defined in this Policy, capitalised terms have the meanings given to them in the Terms of Service (Master Agreement).

### Support Service Levels

Our Standard Support offering includes the following, when available:

- Assistance with onboarding including historical summative assessment data import (provided by the Customer), account configuration, and training.
- Investigation and resolution assistance for technical issues affecting the use of the Services.
- Ongoing assistance with standard configuration settings and usage questions.
- Correction of reproducible errors in the Services that cause a material deviation from the Documentation.

We will provide support via web, email and phone.

| Offering         | Availability          | Initial Response Goals  |
|------------------|-----------------------|-------------------------|
| Standard Support | Normal Business Hours | 7 Normal Business Hours |

For current service availability, check <https://status.insighttracking.com>

### Support Requirements

Customers are responsible for ensuring that the Services are accessed using supported browsers that have not reached end-of-life, and for maintaining their own network, firewall, security, and access configurations. We may not provide support for issues arising from unsupported or end-of-life software, or from Customer network configurations that restrict or block access to the Services, beyond providing reasonable guidance on whitelisting.

Customers are responsible for accessing the Services using current versions of major web browsers. We may be unable to provide support for issues arising from unsupported, modified, or end-of-life browser versions.

### Third Party Systems

Where the Services integrate with third party services, we will use commercially reasonable efforts to assist in diagnosing issues. Where an issue is caused by, or requires investigation or remediation within a third party service, we will have no further support obligation beyond providing reasonable diagnostic information or guidance to assist the Customer in engaging the relevant third party provider.

We are unable to log into or otherwise view third party systems, since this may inadvertently breach the third party's terms.