ENEGENCE

Service Level Terms and Conditions

Technical Support. Enegence will provide remote technical assistance through its Support Center, to address problems that could arise during the normal use and operation of the Software. This technical assistance as well as any inquiries and/or requests for technical advice will be performed according to the following procedure:

1. The Client is required to report the problem with the Support Center as soon as the problem with the Software arises.
2. Enegence will issue a report number when the problem is reported. This number will be used to identify and follow through the problem thereafter.
3. Upon receiving the report, Enegence will conduct a problem evaluation. In case the problem cannot be immediately solved, the issue will be transferred to a specialist for a solution.

Hours of Operation. In the event of an issue with the Software that prevents proper operation or that results in unexpected or erroneous outcomes, the problem can be reported through the Support Center under the 5x8 service concept (five days a week, eight hours a day). This means you can report the problem calling (+52) 55-7923-0686 from 9 a.m. to 5 p.m. Monday through Friday or send an email to soporte.smart@enegence.com.mx for a response on the same schedules.

Task Prioritization. Reports will be received and recorded as per the above procedure and prioritized according to the following criteria: *first priority (1)* is allocated to problems where the Software fails to perform any transactions whatsoever; and a *second order priority (2)* is allocated when transactions are only performed intermittently.

Service times. Service response and solution lead times will be as follows:

Priority	Response time	Standard lead time to solution
1	sixty minutes	Two working days
2	ninety minutes	Three working days

Note: The abovementioned lead times to solution may vary depending on the complexity of the problem, which will be communicated to the Client when the report is filed. The established and approved work program to address the problems may be modified in the event of receiving a request with a higher level of priority and may result in the reassignment of personnel to fulfill the new higher-priority requests.