VISTRA

Vistra OverseasConnect

Standard Service Description (SSD)

Version:
April 2024

Contents

1.0   Vistra OverseasConnect

This document is part of the contract for Vistra's global client payroll services which includes the platform "OverseasConnect" and may be updated by Vistra from time to time.

The latest version of this document is available online via the following address: https://www.vistra.com/SSD-OSC.

1.1   Introduction

OverseasConnect is Vistra's global one-stop platform for payroll. Clients can visualize and conduct payroll and Employee of Record ("EOR") activities in a unified platform for all their country operations.

All activities are managed using one web address, one login and one user-friendly platform, maximising efficiencies, and minimising risks. It features powerful reporting tools and provides a secure place for providing access to financial reports, payslips, tax year end documents, registrations and other important documents.

Vistra Payroll Integration Service ("VPI Service") - OverseasConnect also features a growing set of plug and play integration options via API and flat file methods to allow clients to connect their existing HCMs directly with OverseasConnect or provide the data in templated flat files. This service will eliminate double data entry and save time for Professional Users.

1.2   Core Modules

OverseasConnect comprises of the following core modules:

Module	Description
Dashboard	Landing page for Professional Users to navigate across services and see summary dashboards on key metrics of the service.
HR & Payroll	Summary page detailing the status and history of current and past payrolls. This also includes a data exchanger for clients to provide HR & payroll information to Vistra.
Employee Self Service ("ESS")	Entry page for client employees to view their pay documents and/or update key payroll-required information like banking information.
Expense Management	From within ESS, employees can be linked to the Expense portal.
Employer of Record ("EOR") services	From within OverseasConnect, the client's payroll professional can launch the EOR application.
Security Administration	Section for Professional Administrators to add, edit, and remove Users. They can also define access to roles here.
Reporting	Consolidated reporting dashboard for the client's Professional Users.

1.3   Standard functionalities

The following outlines all standard functionalities clients can expect to get within the OverseasConnect modules.

Features	Description
Language	OverseasConnect is only available in English.
Professional User Access	The Vistra Onboarding Team will create the initial Professional User account(s). OverseasConnect will generate an email to the Professional User with a link to the solution. After the initial setup, all user management is done by a client's Professional User(s). This includes adding, changing or terminating user access.
Employee Self Service	Client employee users will be given access to the Employee Self Service tool by the client's Professional User(s). The client employee users will get an email notification to set up their accounts. The employee users will have access (where applicable/configured) to change their personal/banking information, view pay documents, and claim expenses.

Multifactor Authentication ("MFA")	MFA is optionally configurable. The client user's registered email address will be used to enable MFA.
User Email Address	The User Email Address is mandatory and serves as the username for all types of users. any valid email address can be used. It is recommended to be: - The personally assigned company email address, used during active employment. - The employee's personal email address upon termination so they can access their payslips and other documents for download during the Grace Period.
Employee termination and the ESS Grace period	As standard, client employees will have no access to OverseasConnect post termination. The client can choose to allow employees to access the Employee Self Service portal for a set period after the employee's termination date. This period is called the Grace Period. The Grace Period can be anything from 0 to 366 days.
Time zone	OverseasConnect operates on Greenwich Mean Time ("GMT"). Any area where dates and times are shown within the solution are indicated in GMT.
System notifications	System notifications to Professional Users for any OverseasConnect downtime and maintenance will pop up upon logging into the solution for the first time each day.
Ticketing Tool	OverseasConnect provides a module for Professional Users, Users and Employees to raise tickets directly to Vistra relating to issues and/or enhancement requests.
Reporting	OverseasConnect provides reporting on an entity level, based on the client's agreed setup. More details can be found in Reporting
Client Logo	There is an option for clients to upload their own logo(s) to the OverseasConnect application, which will be reflected on various screens in OverseasConnect to Users and in Employee Self Service to Employees. Please note that this is not a way of adding a client logo to a payslip, but to the application screen only. The logo must be a PNG file type. The file size cannot be larger than 50 Kb. The picture size needs to be no larger than 150 x 30 pixels. We refer to the OverseasConnect Terms and Conditions for further information: https://www.vistra.com/client-portals/overseas-connect/terms-and-conditions

1.4   Security Administration

After initial setup and go-live on the platform, the management of the users and roles is the sole responsibility of the Professional User(s).

Access is defined via a combination of username, role and client entity.

- An authenticated *username* will get a person access to the platform.
- Combining the username with one or more *roles*, will give the user certain functionality.
- By adding a *client entity* in the mix, the user gets access to data from the assigned entity payroll.

The roles below are the initial set of roles that are set up for every client during onboarding. After going live, Professional Users can adjust roles to their specific needs and/or create new roles.

Role Name	Role Description
Full Access User	Access to all tabs, all associated documents, the VISTRA Global Accounting, VISTRA Global Payroll and VISTRA Global Expense Reporting applications (Please note access will depend on what applications/services were purchased from Vistra).
Payroll User	Access to the HR and Payroll tabs, which includes all HR and Payroll documents.
Expense User	Access to the Expenses tab via Employee Self Service, which includes all Expenses documents (if application/service purchased from Vistra).
Employee User	Access to Employee Self Service tab to access payroll, personal, banking, and expense functionalities (depending on applications/services bought from Vistra).

1.5 The Dashboard

OverseasConnect can be accessed through this link: https://osc.vistra.com. This will be the main landing page for Professional Users using OverseasConnect. The items displayed on the dashboard can differ based on the Modules/services contracted with Vistra.

Features	Description

Home screen & dashboard	Provides an overview of the status of active tasks/submissions on a global and/or entity level. It also provides the following functionalities:
	• Document Search
	• Exchange Rates to USD (powered by Oanda)
	    o Month End Rates
	    o Monthly Average Rates
	• Vistra Announcements
	• Quick Links
	• Contact information for the Vistra Team and Client Locations

Documents	A document summary of documentation submitted to Vistra on a global or entity level. Filter options allow to view by document type and category.
Security Administration	Provides functionality to add users and assign them pre-defined roles (and/or new custom roles) in the client's global and local setups.
Knowledge and Support Center	Provides access to the OverseasConnect support page and the ticketing functionality for logging of issues and requests.
Notifications	Allows users to specify the type of notifications they would like to receive.
User profile	Allows users to view personal and organizational information about themselves in OverseasConnect. This section also allows users to change their password.

2.0 HR & Payroll Services

2.1 General overview

OverseasConnect provides the following to support the HR & Payroll Services:

- ➤ Client Dashboard

  - A consolidated view of a client's countries, entities, tasks, and payroll statuses on one screen.
  - Navigation menus and links to all other OverseasConnect functions.

- ➤ HR & Payroll Services

  - A single point of access and secure portal to process payroll and utilized by Vistra's local offices and partners to provide end-to-end payroll services to client's employees.
  - Provides clients with functionality to add and manage employee data records within OverseasConnect.
  - As part of the payroll services, clients also get access to Task Management, Ticket Management, and Document Management capabilities.

- ➤ Vistra Payroll Integration Services

  - Provides clients with capabilities to integrate their HCM system with OverseasConnect through Vistra's integration platform. This can be achieved through a direct API connection with the HCM or through consumption of a flat file, produced by the client.
  - Additional fees apply for this functionality. Ask your Vistra contact for more information if you are interested in this service.

- ➤ Expense Management

  - OverseasConnect provides client's employees with a portal to conduct expense reporting/claims, which is delivered through Vistra's 3rd party partner.
  - Additional fees apply for this functionality. Ask your Vistra contact for more information if you are interested in this service.

Each of the service modes can be mixed and matched together depending on the client needs in a specific location.

2.2 Features

OverseasConnect Payroll is available as part of the Vistra payroll services. OverseasConnect Payroll acts as a single point to oversee, manage, and provide payroll information to Vistra.

Features	Description
Payroll Dashboard	Provides a global overview of a client's payroll status in each country and entity in scope of the service with Vistra. It allows payroll administrators to toggle between active and closed payrolls and get both a high level and detailed level of information per pay run.
Payroll Calendar	Provides an overview of a single payroll cycle to Payroll Administrators to oversee and manage the payroll cycle: • Payroll cycle calendar and status • Payroll cycle employees in scope • Payroll documents for current payroll (i.e. summaries of changes, entity related tax documents, termination calculations, etc.) • Payroll cycle notes • Payroll cycle log
Payroll Reporting	This module provides Users insight in their data via pre-defined reports. For more information see chapter "Reporting".

Features	Description
Payroll Data Exchanger	Provides an efficient and simple way to update payroll related data for client employees in OverseasConnect. The data exchanger functionality exists on Global level (all data at once) as well on a local country payroll level (data for one payroll).
Employee Setup	Provides capability to add and maintain employee and ESS user data in OverseasConnect.
HR Data Exchanger	Provides an efficient and simple way to add and update HR related data for client employees in OverseasConnect.
Standard General Ledger	OverseasConnect provides a standard format general ledger that clients can enable for chosen entity payrolls. An additional one-off configuration fee applies for setting up this functionality. After the service is configured and enabled by Vistra, the client will be responsible for adding and maintaining the GL Account code mappings. Only when this is correctly mapped, can the client run the GL report function per pay period.
Payroll Satisfaction Rating	After the closure of the payroll period, the user who approved the last completed payroll run will be presented with a pop-up survey requesting a rating between 1 (poor) and 5 (excellent) stars. Ratings below 3 stars will require a comment from the user. Current Payroll Satisfaction Rating and Average Payroll Satisfaction Rating will be visible to relevant users.

2.3   Vistra Payroll Integration Services

These services are an optional service which provides clients the capability to integrate their HCM system with OverseasConnect. This can be achieved through a direct API connection with the client's own HCM such as Workday, or through consumption of files produced from the client's internal data source(s).

Additional fees apply for this service. In case you are interested to know more about this service, please contact your usual Vistra contact for more information.

We also refer to the Standard Service Description for these Vistra Payroll Integration Service, available online: https://www.vistra.com/SSD-VPIS.

3.0　Employee Self Service

3.1　Access to the portal

Client employees can be provided access to the Employee Self Service ("ESS") portal.
The URL for ESS is: https://osc.vistra.com/hr/Employees.html#/

Employees can log on to the ESS portal via their username and password.

Multi-Factor Authentication via email is an available option, which is enforced if configured by the client Professional User(s) in the Security Administration.

In case an employee has forgotten their password when trying to log on to ESS, they can click a link to reset the password and create a new one, so Professional Users do not have to do this for them.

3.2　Functionalities

Employees can use various self-service functionalities such as:

- Document Access – Vistra offers 3 types of documentation to Employees on ESS:

    - Payslips

    - End of Year Tax Documents

    - Other pay documents – these documentations can be a combination of country-specific and legally mandatory documents (i.e. leaver documents, statutory documents) and can be initially agreed with Vistra during onboarding.

- Personal Information Update, if and when enabled by the Client

- Bank Information Update, if and when enabled by the Client

- Expense Reporting, if and when purchased and enabled by the Client

- User Profile

Terminated employees can have access to the ESS portal after their termination date, for the duration of a "grace period".

4.0   Other modules

4.1   Expense Management

OverseasConnect Expense Management is available to clients that have purchased Expense Reporting as part of their Vistra services. OverseasConnect Expense Management is set up for clients that require a medium for reporting expenses from their clients.

This solution is normally purchased either in combination with the OverseasConnect Payroll or if a client is engaging Vistra for accounting services.

Service highlights include:

- Web access for employees to manage the expense input
- Mobile application (via our third party)
- Approval workflow
- Country specific policy setup
- Multi-currency capabilities
- Integration with Vistra accounting services
- Expense Reporting
- Single Sign-on from OverseasConnect, directly into the Expense portal

4.2   Employer of Record services

OverseasConnect is the central platform where clients can log on to manage their payroll services as well as the Employer of Record ("EOR") services.

A direct link is provided for users to navigate from the OverseasConnect dashboard directly to the EOR application supported by Vistra's EOR third party provider.

4.3   Financials

OverseasConnect provides the option to access financial documentation submitted to Vistra on a global or entity level. Filter options allow to view by document type and category.

For clients who have opted to contract specific accounting services with Vistra as well, there are optional informative charts available reflecting financial information such as OpEx and Expense for the last period.

4.4   Cash Management

OverseasConnect provides the option to access financial and bank documentation submitted to Vistra on a global or entity level. Filter options allow to view by document type and category.

Users have the option to maintain Entity bank account information, including (online) banking details.

4.5   Advisory

OverseasConnect provides the option to see a high-level view of advisory requests for the current period as well as access to the Advisory application where users can add a new Request and view all existing Advisory Requests and their detailed status.

4.6   Compliance

Within the Compliance module, OverseasConnect provides an overview of Vistra managed statutory Compliance events for the current period, as well as Compliance Documents. Users can also access the Compliance application which provides visibility into Statutory Compliance Calendar events as well as the milestones associated with those events.

5.0　Reporting

Access to reporting can be provided on top of the standard roles/users mentioned in section "Security Administration". OverseasConnect comes with a standard reporting suite which includes the following:

5.1　Reporting Dashboard

Navigating to the launch reports which includes the following:

- Filters - default settings are configured for all filters, ensuring immediate display of data upon opening the dashboard; users can modify filters as needed to highlight specific data.
- Widgets - visually represent information derived from existing reports, with direct access to the respective reports embedded within the widgets.
- Calendar - displays calendar with client activities including payroll dates and scheduled actions.
- Reports Tab - provides a comprehensive list of reports accessible to the user based on the granted permissions.

5.2　Payroll Reports

- Payroll Register Report – provides year to date and total cost by payroll for the selected pay periods.
- Payroll Register Report by Employee – provides year to date and total cost by payroll and by employee for the selected pay periods.
- Payroll Analysis Report – provides a summary of costs for the selected pay periods.
- Payroll Changes Report – provides variance comparisons for the selected pay periods.
- Payroll Satisfaction Report – provides information on Payroll Satisfaction ratings.
- Calendar Renewal Status Report – provides a list of the status of next year's payroll processing calendar for active payrolls.
- Detailed Variance Report – provides comparison of G2N payroll data between pay periods and cycles.

5.3　General Ledger

- Standard Vistra General Leger Report – provides a standard general ledger output file of a specific payroll run. Please note that this report needs prior configuration, and additional fees may apply for setting up this functionality.

5.4　HR Reports

- HR Census Report – reports basic information about employees and their status.
- HR Salary Report – provides salary information on employee level for the selected pay periods.
- HR Changes Report – displays all employees with changes in the selected period.

5.5　Global Reports

- Bulk Data Extract Report – provides all payroll data in line with selected parameters for the last or penultimate payroll period.
- HR and Payroll Field Level Audit Report – provides overview of all employees and records with changes in HR or Payroll for a selected period.
- Global Payroll Satisfaction Report – details the payroll rating provided by the Client Payroll Approver.

5.6   Accounting Reports

- Balance Sheet – allows to view and export a Balance Sheet for selected periods.
- Profit and Loss – allows to view and export a Profit and Loss report for selected periods.
- Trial Balance – allows to view and export a Trial Balance for selected periods.
- Current Balances – provides an overview of currently open Accounts Receivable and Accounts Payable positions.

5.7   Administration

- User Access Report - offers insights into user access within each role, accompanied by description.

All report outputs, unless stated otherwise, are in Excel (.xlsx) format.

Report availability as well as data in the reports are dependent on the services purchased from Vistra.

6.0   Onboarding

The OverseasConnect Payroll services comprises several key activities during onboarding which will be coordinated by the client's Vistra account manager. The client will be working with several Vistra teams: (1) Application Support and (2) Onboarding to complete the Payroll Services setup.

Area	Task/activity	Client responsibility	Vistra responsibility
Project Preparation			
Planning	Kick-off Call – Agreement on Roles/Responsibilities, Timelines, and Project Plan	✓	✓
	Share the following collateral to clients: ➢ Data Templates ➢ Sample Payslip ➢ Standard Reports	-	✓
	Setup cadence calls	-	✓
Discovery	Agree on the following processes: ➢ Payment Method ➢ New Hire, Leavers, and Year-End process ➢ Work Type Benefits ➢ Payslip Solution	✓	✓
	Populate and submit data templates	✓	-
Build & Testing			
Configuration	Implementation/configuration of client requirements	-	✓
	Data migration of employee master data	-	✓
	Agree and sign off process memo/pay calendars	✓	✓
	Sign off configuration and build	✓	-
	Complete training guides/videos provided by Vistra	✓	-
Testing	Submit parallel run information (as applicable)	✓	-
	Process parallel run and defect log (as applicable)	-	✓
	Review defect log	✓	✓
	Resolve defect log and complete gross to net process	-	✓
	Approve parallel and agree to go-live	✓	-
Go-Live			
Go Live	Submit go-live month payroll data	✓	-
	Process go-live month payroll data	-	✓
	Produce local payroll output and other deliverables	-	✓
	Approve payroll	✓	-
	Release/distribute payslips	✓	✓

The configuration of OverseasConnect will be deemed completed after the conclusion of implementation activities and the subsequent first live use. Clients can request changes to the configuration through Vistra Support teams or the client's account manager, which may incur additional charges.

7.0 Post Go Live

After going live, the service will now begin to run on the applicable frequency contracted with Vistra. During each payroll run and annual cycle, the following services will be provided:

Area	Task/activity	Client responsibility	Vistra responsibility
Project Preparation			
Issue Resolution	Reporting of issues encountered in OverseasConnect	✓	-
	Resolution of issues raised by clients	-	✓
Annual Cycle	Payroll Calendar Upload	✓	✓
	Tax Year End Document Upload & Review	✓	✓
Payroll Execution	Submission of payroll data changes	✓	-
	Payroll calculation and initial review	-	✓
	Payroll funding and approval	✓	-
	Release of payslips to employee self service	-	✓

8.0   Technical information

OverseasConnect is a Vistra cloud-based client collaboration platform that supports client engagement. OverseasConnect is an integral part of Vistra's service offering providing optimum management, control and visibility of client's international HR and payroll operations.

OverseasConnect has a simple and intuitive UI / UX design. It is micro-service driven with approximately 400 services that can be tailored to a client's immediate and future needs.

OverseasConnect allows for integration to other 3rd party tools and systems through a flexible integration service and greatly reduces coding/testing times because of its built-in Enterprise Service Bus. Both these capabilities help reduce time to market implementation which can get our clients up and running at a faster pace.

8.1   Programming

OverseasConnect is programmed in C# language on a .NET framework – this powers OverseasConnect's micro services and integration services. The presentation layer is built on Angular.

8.2   System Requirements

8.2.1. Supported Operating Systems

OverseasConnect is internet-based public facing single page web application that can be accessed via using modern operating systems that have access to browsers mentioned below.

Operating System	Remarks
Microsoft Windows	Desktop operating systems still in support by Microsoft

8.2.2. Supported Browsers

Although the platform is tested only on Google Chrome (Microsoft Windows), it should work on other modern browsers like Edge and Safari.

Browser Name	Minimum Browser Version
Google Chrome	Per current Google Chrome support model.

8.3   Security

Security is the capability of a system to prevent malicious or accidental actions outside of the designed usage, and to prevent disclosure or loss of information. A secure system aims to protect assets and prevent unauthorized modification of information.

8.3.1. Encryption At Rest

OverseasConnect databases are on cloud in Azure SQL managed database services. Azure SQL database provides encryption through the feature called Transparent Data Encryption. Transparent Data Encryption is enabled on all OverseasConnect databases and this is encryption at REST.

OverseasConnect uses 256-bit Advanced Encryption Standard (AES).

8.3.2. Encryption At Transit

Supported encryption at transit of the OverseasConnect web app using HTTP over TLS version 1.2.

8.3.3. Authentication
- Controlled by the STS (Security Token Service)
- Adheres to the OAuth2 Protocol
- Adheres to the SAML Protocol

- Identifies home realm so that Vistra internal users can be authenticated by ADFS (Active Directory Federation Server) to silently challenge internal users.
- Works with the OverseasConnect Service Layer to authenticate user credentials.
- Able to work with multiple relying parties.
- Federated Identity Service.
- User passwords are never persisted, in any form, on any persisted storage mechanism, anywhere.

8.3.4. Authorization
- Role based, claims based, multi-tenant configurable authorization system
- Client users will be configured as per the specific client instructions with access to only the roles and data they need to have access to.
- Vistra users (including Affiliates) will be provided access via roles to the data they need to be able to process in line with the Agreement.
- Provides a fast, flexible, redundant and extensible authorization system that is at the heart of all Vistra applications.
- Separates the notion of Users (people) and Service Accounts (computer systems).
- Written in the OverseasConnect Service layer.
- Extensible in that any application can register itself to the authorization system and during runtime, the service will call out to the registered application. The application can then add its own claims.

8.3.5. Password Policy
Vistra provides a flexible password policy setup based on client needs:

- Password Expiry – this is configurable in days and can be set to "Never Expire"
- Character length – system default is 8 alphanumeric characters long but can be toggled to be lower or higher
- Password logic – OsC gives the following setting flexibility:
  - Lower Case requirement – system default is 1 lower case.
  - Upper Case requirement – system default is 1 upper case.
  - Number requirement – system default is 1 number.
  - Special Character requirement – system default is 0 special characters.

8.3.6. Session Timeout
Session timeout is set at 30 minutes. This logs the user out from the screen in which the session is active as well as all other screens/tabs where the session is active.

8.3.7. Disaster Recovery
OverseasConnect's data is highly available and redundant in multiple Azure Zone redundant and geo redundant data centers.

- **Recovery Time Objective (RTO)**
  The maximum tolerable length of time that a computer, system, network or application can be down after a failure or disaster occurs. OverseasConnect's RTO is 24 hours.

- **Recovery Point Objective (RPO)**
  The maximum acceptable amount of data loss after an unplanned data-loss incident, expressed as an amount of time. OverseasConnect's RPO is 1 hour.

8.3.8. Replication & Data Hosting Location
There are 2 instances of each databases primary instance (read/write) and secondary instance (read only geo-replicated instance). The primary instances are in MS Azure North Europe data centre and secondary instances are in MS Azure Western Europe. OverseasConnect uses geo-redundant storage via a storage redundancy mechanism.

All OverseasConnect storage providers are GDPR compliant.

8.3.9. Monitoring (for unusual events)

Monitoring is set with alerts for the following metrics in the Azure SQL database for utilization that go **<u>over 80%</u>**.

- CPU Utilization
- Memory Utilization
- DTU Utilization

8.3.10. Penetration Test Frequency

Penetration testing on OverseasConnect's infrastructure is conducted once annually. A snippet of the report can be made available upon request.

8.4   Service Availability

OverseasConnect runs on SQL Azure databases and utilizes High Availability architecture. This high availability solution is designed to ensure that committed data is never lost due to failures, that maintenance operations do not affect your workload, and that the database will not be a single point of failure in your software architecture. There are no maintenance windows or downtimes that should require you to stop the workload while the database is upgraded or maintained.

The service availability for OverseasConnect is calculated as follows:

Service availability = (minutes in period – excluded events – unplanned downtime) / (minutes in period – excluded events) x 100%

Statistic	Measure
Target service availability	99.0%
Minutes in period	The total number of minutes during the calendar month
Excluded events (in minutes)	Excluded events means Planned Maintenance (time which may accrue during any Planned Maintenance and/or Downtime during which (part of) the service will not be available), and force majeure events
Unplanned downtime (in minutes)	The downtime (for any severity 1 incident which renders the Service(s) unavailable) during the measurement period for the service component. The total downtime shall not include any planned downtime.

Please note: The service level will be monitored and measured twenty-four (24) hours per day, each day of the year. On the first calendar day of every calendar month, the calculation commences at 100% availability.

8.5   Data Retention

Client data is retained in OverseasConnect for the duration of the contract period. After contract termination the data will be deleted from the platform within 90 days after any client entity termination end date.

After removal from OverseasConnect, all relevant payroll data will still be retained within the local payroll platform for the local legally required retention period.

9.0 Support

Professional Users, Users, and Employees will have access to Vistra's Ticketing Tool to log issues, requests, and enhancement ideas in relation to the usage of OverseasConnect.

This SLA may be amended or updated by Vistra from time to time.

The Client will have a right to receive support as of the moment the implementation of the applicable Services has been finished and the client has provided the go-live signoff.

9.1   Service Level Agreement

This Service Level Agreement (the "SLA") defines Support Services with respect to OverseasConnect pursuant to a Statement of Work or other written agreement ("SOW") entered into between Vistra and the Client (as defined in the SOW).

1.   Vistra's Support Services shall be provided during the Support Services term agreed in the SOW, and consists of the Support Services set out in this SLA and as may be further specified in the SOW.

2.   Vistra shall only provide Support Services to the Client's authorized support contacts as stated in the SOW or as may otherwise be agreed in writing ("Authorized Integration Contacts").

3.   Support Services are provided by Vistra to the Authorized Support Contacts during the hours of 10am and 1am IST ("Normal Business Hours"), and may be provided via the following channels (as applicable, and as may be varied from time to time):

   a.   Vistra Ticketing System: as made available by Vistra to all authorized Professional Users, Users, and Employees, through such means as communicated by Vistra to the Client, and as may be changed by Vistra from time to time.

   b.   Email: Authorized Professional Users may raise requests by emailing the relevant Vistra support contacts provided by Vistra upon go live.

4.   Vistra will in its sole discretion prioritize support requests related to the SOW into four levels, as follows:

Severity	Priority	Description	Response Time
1	Urgent	Critical business function impacted with no known workaround available. Issue is highly visible to the client and potentially has impact to multiple internal Vistra groups/Users. System completely unavailable	1 hour
2	High	Impact affects a critical business function, and a work around exists. The work around is not a viable option to continue for a long period of time.	2 hours
3	Medium	Impact affects a non–critical business function. There is a work around that can be maintained in an automated or low impact fashion.	4 hours
4	Low	Little to no business impact for the client. A work around is implemented and has no impact to the client or internal teams. This includes product questions, feature requests and setup/configurations.	1 working day

5.   Response Time" refers to the response time by which Vistra shall endeavour to communicate (by email, online case management system or telephone) with the Client in respect of the reported problem. It does not refer to the time in which the reported problem or query will be resolved or answered by Vistra. Response Times are calculated based on Normal Business Hours.

6.   Subject to point 9 below, Vistra shall provide its reasonable efforts to resolve Severity Level 1 and Severity Level 2 tickets as soon as possible and any other tickets as soon as practicable always during Normal Business Hours (IST). Vistra shall also provide its reasonable efforts to communicate ticket progress to the Client from time to time.

7.   When reporting an error or fault to Vistra in connection with the SOW and/or the Support Services, the Client shall provide sufficient material and information to enable Vistra to duplicate or identify the error or fault being reported by the Client, and Vistra shall only be held to address such error or fault after notification of the same by the Client.

8.   Vistra shall not be obliged to provide support in respect of:

   a.   any error or fault attributable to Force Majeure (as defined in the Agreement);

   b.   incorrect use of, or damage to the supported system or integration from whatever cause other than any act or omission by Vistra or any party under its control.

c. any software, system, database, server or application not residing within Vistra's own environment(s).

d. Client's failure to maintain the necessary environmental conditions for use of the supported system or integration; and/or

e. any breach of the Client's obligations under this Agreement.

9. Unless where so explicitly stated in the SOW, Support Services do not include:

a. Client or Professional User training.

b. Client custom functionality; and/or

c. Third-party functionality that has been developed and made available to the Client within or in conjunction with the supported system or integration

To the extent additional Support Services have been agreed upon in writing, Vistra shall provide its reasonable efforts to provide such additional Support Services in accordance with the relevant agreement and/or agreed levels of service without any guarantee that results envisaged by the Client will be achieved, except where so expressly otherwise agreed in writing.

About Vistra

Here at Vistra, **our purpose is progress.** As a close ally to our clients, our role is to remove the friction that comes from the complexity of global business. We partner with companies and private capital managers along the corporate and private capital lifecycle. From HR to tax and from legal entity management to regulatory compliance, we quietly fix the operational and administrative frustrations that hamper business growth. With over 9000 experts in more than 50 markets, we can accelerate progress, improve processes and reduce risk, wherever your ambition takes you.

Disclaimer