



### Live Helpdesk - ITS-3

Effective Date: October 14, 2025 | Supersedes prior versions.

#### Service Summary

Service Provider shall provide Live Helpdesk services (“Helpdesk”) to Client’s authorized users for Covered Systems. Helpdesk services allow end-users to contact a live technician via phone, chat, or other designated channels during standard business hours for real-time troubleshooting and assistance. This Schedule defines how support is delivered (live access to technicians) and operates in conjunction with Client’s selected support entitlements, such as Unlimited Support.

#### Scope of Services

- Live, real-time technical support via phone, chat, or approved collaboration tools during standard business hours.
- Initial triage, troubleshooting, and resolution of day-to-day IT issues where possible at the point of contact.
- Ticket creation and documentation of all requests in Service Provider’s ticketing platform.
- Use of artificial intelligence (AI) technologies, including chatbots and automated dispatching systems, to facilitate ticket collection, classification, and routing. AI may also be leveraged to accelerate issue resolution under the oversight of Service Provider personnel.
- Escalation of unresolved issues to specialized teams or other service Schedules in accordance with Service Provider’s escalation workflows.

#### Service Limitations

- Helpdesk provides a real-time support channel but does not expand the scope of issues covered under the Client’s selected support entitlements.
- Projects, migrations, and advanced engineering work are not included and require a separate Schedule.
- Response and resolution times are governed by the Service Level Objectives in Schedule A of the Master Service Agreement.
- After-hours support is excluded unless separately contracted.

#### Exclusions

- Line-of-business applications, unsupported software, or personal devices not under Service Provider management.
- Formal end-user training beyond ticket-based guidance.
- Any services not expressly included in this Schedule.

#### On-Site Dispatch

On-site support may be provided at Service Provider’s sole discretion if issues cannot be reasonably resolved remotely. The determination of whether on-site dispatch is appropriate will be made exclusively by Service Provider.

#### Client Responsibilities

- Contact the Helpdesk only through designated support channels (portal, chat, email, or phone).
- Ensure users provide accurate details to facilitate efficient troubleshooting.
- Follow Service Provider’s authentication and support procedures.
- Authorize escalation to other service Schedules or Project Services where issues fall outside Helpdesk scope,



### Live Helpdesk - Schedule ITS-3

#### **.General Terms**

- Live Helpdesk provides a real-time support channel and should be viewed as a complement to Unlimited Support, not a substitute for it.
- The use of AI technologies in ticket intake, dispatching, and resolution is an integrated component of Service Provider's Helpdesk. Client consents to the use of such technologies provided that oversight remains with Service Provider personnel.
- AI is provided as an enhancement to improve speed and efficiency; it is not a guarantee of accuracy. Service Provider assumes no liability for errors or delays caused by automated processes, provided reasonable oversight is maintained.
- Fees for this Schedule are billed in accordance with the Payment Terms of the Master Service Agreement. Vendor pass-through costs may apply.