

Terms Applying to All Third Party Products

The specifications and terms and conditions of any agreement between TechnologyOne and customers (including any related tender or proposal document) either do not apply to or are amended for the Third Party Products provided as part of the SaaS, as described below.

The Third Party Products are hosted on a different platform, and therefore:

- Database refreshes for the TechnologyOne SaaS Platform may not apply to the Third Party Product platforms.
- There is only one single environment provided for each Third Party Product (a production environment). One production database is also provided with each Third Party Product. No test environments are provided for or are applicable to the Third Party Products.
- A comprehensive anti-virus regime (using industry-standard commercial-grade anti-virus software) is applied to the Third Party Products, but there is no real-time scanning for the Third Party Products.
- The TechnologyOne Service Levels do not apply to the Third Party Products. The availability of the Third Party Products are provided on a 'best efforts' basis only.
- Any security certifications (including ISO, ISAE, SOC, IRAP, Cyber Essentials, etc.), accreditations and reports which apply to the rest of the TechnologyOne SaaS platform do not apply to the Third Party Products.
- The TechnologyOne backups regime does not apply to the Third Party Products. Backups of customer data on the Third Party Products may be available upon application, as an additional service for an additional charge, but customers should take regular backups of their data on the Third Party Products as frequently as necessary to meet their own backup and retention requirements.
- The storage space provided to the customer includes data used for the Third Party Products.

The Acceptance provisions in any agreement between TechnologyOne and customers (for example, as set out in TechnologyOne's standard Statement of Work with customers) and any specified acceptance criteria do not apply to Third Party Products. Customers should perform their own user acceptance testing ("UAT") of Third Party Products, separate from any UAT conducted on the rest of the TechnologyOne SaaS. If customers request any assistance from TechnologyOne with its UAT process, which TechnologyOne agrees to provide, such assistance will be provided as an additional service for an additional charge. There will be no charge to remediate any errors with the Third Party Products discovered during UAT to ensure the Third Party Products comply with the applicable TechnologyOne product specifications.

The Additional SaaS Platform Services (for example the Edge Replication Service, DRaaS, etc.) will not be available for or apply to the Third Party Products.

Except as set out above, the TechnologyOne Customer Support Guide applies to the Third Party Products in the same manner as it does the rest of the SaaS.