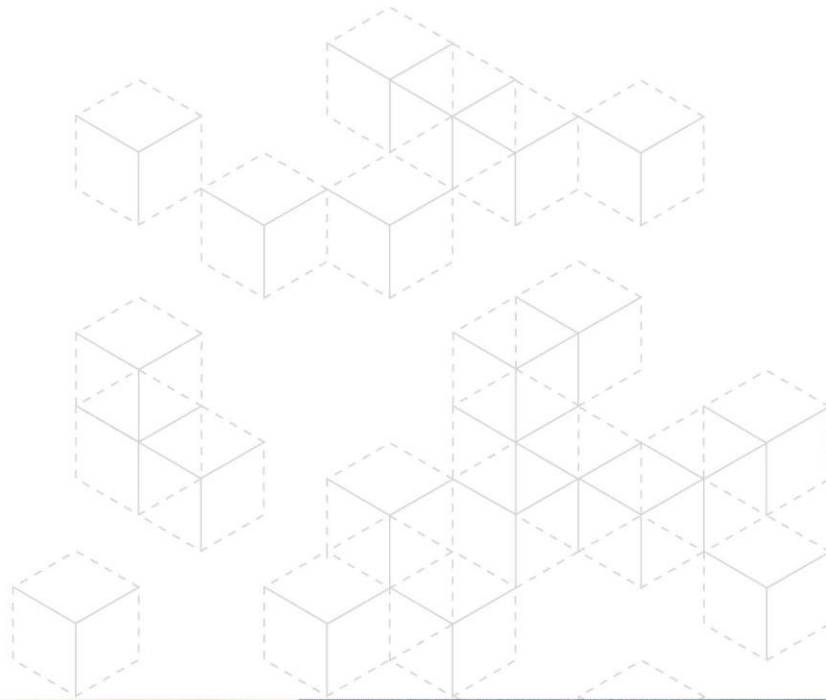
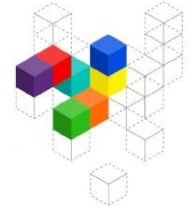


Service Level

Production Environment





INTERPRETATION

Words and expressions defined in the Agreement shall bear the same meanings as those assigned to them in the Agreement.

SERVICE HOURS

The services provided by Strate will be available as detailed here:

- All business days from 05:00 ~ 19:00 every business day.

The services provided by Strate will be unavailable as detailed hereunder:

- Friday 19:00 ~ Monday 05:00
- All public holidays from 19:00 preceding the holiday ~ 05:00 of the next working day

Should Strate require that the services to be down outside of the unavailability periods, at least 5 (five) business days' notice in writing will be provided to the client, save in the event of a Severity 1 incident, in which case the client will be notified immediately.

In the event of DR services being required, the Service Levels as detailed in Table 1 will be adhered to.

AVAILABILITY AND UPTIME

The quality of performance of the Strate CMFE services shall be measured in part or in full by comparing actual performance against target Service Levels.

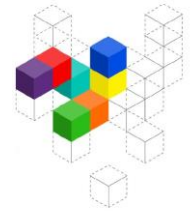
The designated systems and infrastructure supporting the Production System environment will be available at least 99.5% of the time during the working calendar month. This is calculated on the basis of five days per week for the hours of 05:00 ~ 19:00 every business day.

EVENT MANAGEMENT [OPERATIONS & TECHNOLOGY]

Any incident/event should be reported to the Strate Help Desk for prioritizing. The prioritization will be based on the severity of the incident/event. This group will then escalate any issues to the appropriate technical group.

CHANGE MANAGEMENT

All changes to the Production System will adhere to Strate's pre-defined change control policies and processes.



SUPPORT HOURS AND CONTACTS

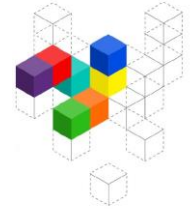
Strate Helpdesk

Email: stratehelpdesk@strate.co.za
Phone: +27 (0) 11 759 5300
Available: 08:00 ~ 17:00 CAT

SEVERITY LEVELS

Events may have different severities according to the impact that they have upon the Production System. The different severity levels are defined as follows:

- "Severity Level 1" indicates any Production Outage situation or event that impacts on any aspect of the Production System environments to the extent that such event results in the availability being impacted negatively and to the extent that the Production System is, or potentially will be, severely impacted;
- "Severity Level 2" indicates an event which relates to a failure in relation to an important or critical process, but which does not immediately negatively impact on availability. The Production System is usable but in a degraded or slow state;
- "Severity Level 3" indicates an event relating to a failure in relation to a non-critical service in which a user is inconvenienced. Ordinarily the system or application is usable but in a degraded or slow state;
- "Severity Level 4" indicates an event relating to failure in relation to a non-critical process in which the system is usable and without user impact in that the problem can be circumvented



KEY PERFORMANCE INDICATORS AND SERVICE LEVELS

Strate shall address events in accordance with assigned Severity Levels and KPIs as set out in Table 1

Table 1 – Service Levels Key Performance Indicators

Service Dimension	Metric	Minimum Service Level	Measurement Period	Point of measurement	Calculation	Data source and tool	Reporting frequency
Production Availability	Production Availability	99.5%	Monthly	Strate SPOC	Maximum of 2hours downtime based on the total targeted uptime of 318 hours per month	Based on calls logged on Strate Heat System	Monthly
DR Availability	Availability on completion of restoration	100% of DR events maximum 4 hours	During invocation	Strate SPOC	As per Severity levels	Based on calls logged on Strate Heat System	Monthly
Response	Severity 1 Severity 2 Severity 3 Severity 4	15min 30min 2hours 8hours	Time from actual reported event.	Strate SPOC	As per Severity levels	Based on calls logged on Strate Heat System	Monthly
Feedback and escalation	Severity 1 Severity 2 Severity 3 Severity 4	13min thereafter 30min 30min thereafter 60 Daily Weekly	On Occurrence On Occurrence On Occurrence On Occurrence	Strate SPOC	As per Severity	Based on calls logged on Strate	On Occurrence
Root Cause analyst report	Severity 1 Severity 2 Severity 3 Severity 4	48 hours On request On request	On Occurrence	Change Control	Based on incident	Strate RCA template	On Occurrence