

THE HOTEL SYSTEMS PTE. LTD.

ANNEX A – SUPPORT SERVICES AGREEMENT

Last Updated: October 21, 2025

(This Annex A is made pursuant to, and governed by, the Master Services Agreement (“MSA”) between The Hotel Systems Pte. Ltd. (“Provider”) and the Customer.)

1. Introduction

1.1. This Annex A (“Support Services Agreement”) defines the terms under which The Hotel Systems Pte. Ltd. (“Provider”) shall provide technical and application support (“Support Services”) to the Customer (“Customer”) for the Provider’s cloud-based hospitality solutions (“Solutions”).

This Annex A is subject to and incorporates by reference all applicable terms of the MSA. In the event of conflict, the MSA prevails unless otherwise agreed in writing.

2. Scope of Support Services

2.1. The Provider shall deliver Support Services covering:

- a. Incident management, problem diagnosis, and resolution.
- b. System performance and availability monitoring.
- c. User assistance and troubleshooting related to configuration or usage.
- d. Routine maintenance, updates, patches, and bug fixes.
- e. Coordination with relevant third-party infrastructure or service providers when necessary.

2.2. Support Services do not include:

- a. Major enhancements, new feature development, or large-scale configuration projects (covered under a separate agreement).
- b. On-site visits unless otherwise agreed.
- c. Support for third-party products, systems, or networks not supplied by the Provider.

3. Support Tiers and Availability

3.1. Standard Support Hours:

Standard support is available Mondays – Fridays, 08:30 to 17:30 (Singapore Time), excluding public holidays.

3.2. Emergency Support:

Critical incidents affecting production systems may be reported 24 × 7 via designated support channels.

3.3. Response Times:

Severity	Description	Initial Response Target	Resolution/Update Target
Critical (P1)	Complete system outage or severe business impact	2 hours	Continuous effort until resolved
High (P2)	Major function degraded, workaround available	4 hours	Next business day update
Medium (P3)	Non-critical issue or minor error	1 business day	Within 5 business days
Low (P4)	General question, request, or cosmetic issue	2 business days	As scheduled

4. Customer Responsibilities

4.1. The Customer shall:

- Designate authorized personnel to communicate with the Provider's support team.
- Provide accurate and detailed information for incident reporting (e.g., screenshots, logs).
- Maintain stable Internet connectivity and ensure end-user devices meet the Provider's minimum system requirements.
- Ensure third-party integrations and external systems are functional and properly maintained.
- Cooperate in testing and validating resolutions provided by the Provider.

5. Service Availability and Maintenance

5.1. The Provider shall use commercially reasonable efforts to maintain 99.5% monthly system availability, excluding scheduled maintenance and events beyond its reasonable control (such as force majeure events, internet outages, or third-party failures).

5.2. Scheduled maintenance will be conducted during off-peak hours and, where possible, notified to the Customer at least forty-eight (48) hours in advance.

5.3. Emergency maintenance may be performed without prior notice where necessary to preserve system integrity or security.

5.4. The Provider shall continuously monitor system performance, availability, and security events, and may provide periodic reports to the Customer upon request.

6. Fees and Payment

6.1. Support Services fees shall be as specified in the applicable quotation or subscription plan.

6.2. Unless otherwise stated, fees are exclusive of taxes and shall be payable according to the payment terms of the MSA.

6.3. Additional or premium support outside the standard coverage or beyond agreed scope will be billed at the Provider's prevailing rates, subject to Customer approval.

6.4. If on-site support is requested, the Customer shall bear reasonable travel, accommodation, insurance, visa, meals, laundry, and local connectivity costs. Failure to comply allows the Provider to claim expenses, payable within fourteen (14) business days after the Invoice date.

7. Escalation Procedure

7.1. If an issue remains unresolved within the target timeframe, the Customer may escalate as follows:

- **Level 1 - Support Team** via Email
support@thehotelsystems.com

Trigger Condition	Target Response/Action
Upon logging of ticket	Initial confirmation of receipt within one (1) hour and commencement of troubleshooting within two (2) hours

- **Level 2 - Management** via Email
andrew.lim@thehotelsystems.com

Trigger Condition	Target Response/Action
If issue remains unresolved after eight (8) business hours for P1-P2 incidents, or three (3) business days for P3-P4 incidents	Management review, prioritization of corrective action, and issuance of a written progress update to the Customer

The Provider shall maintain transparent communication throughout the escalation process and provide regular progress reports until the issue is resolved or a mutually agreed workaround is implemented.

7.2. The Provider reserves the right to modify or update the escalation procedure, escalation levels, or contact details at any time to improve efficiency or service quality.

7.3. Any such changes shall be communicated to the Customer through an official notice, email update, or the Provider's support portal, and shall take effect upon notification unless otherwise specified.

8. Data Security, Privacy and Backup

8.1. The Provider shall maintain appropriate administrative, technical, and physical safeguards to protect Customer data in accordance with industry standards.

8.2. Data backups are performed regularly and retained for a defined period to ensure recovery in the event of system failure.

8.3. The Customer remains responsible for the accuracy and integrity of its data and for any third-party system data it integrates.

8.4. The Provider shall comply with all applicable data protection laws, including Singapore PDPA, GDPR (if applicable), and any contractual obligations regarding Customer data.

9. System Recovery Service

9.1. The Provider shall provide System Recovery Services ("Recovery Services") to restore the Solutions and Customer data in the event of system failure, data corruption, disaster, or other service interruptions.

9.2. Scope of Recovery Services:

- a. Restoration of Customer data from the most recent backup available.
- b. Recovery of system functionality to the state immediately prior to the incident, to the extent feasible.
- c. Coordination with third-party service provider(s) as necessary.
- d. Deployment of patches or fixes required to restore operability.

9.3. Customer Responsibilities:

- a. Promptly report any system failures or data loss.
- b. Ensure necessary third-party systems or integrations are operational.
- c. Provide access to authorized personnel and resources as reasonably requested.

9.4. Testing and Verification:

The Provider may conduct periodic recovery tests to validate backup integrity. Customer shall reasonably cooperate.

9.5. Limitations:

- a. Recovery Services are limited to data and system components maintained by the Provider.
- b. The Provider is not liable for loss or corruption of data not captured in the most recent

backup.

c. Recovery Services do not include restoration of customizations, third-party integrations, or system modifications not managed by the Provider.

9.6. If a System failure is caused by factors outside the Provider's reasonable control (such as improper operation, user error, or malfunctions in related systems), the costs for System Recovery are not included in the subscription fee. In such cases, the Provider will perform the necessary Recovery Services under the same terms and conditions as its Scheduled Maintenance service, and any associated fees shall be invoiced to the Customer.

9.7. The Provider shall notify the Customer promptly once Recovery Services have been initiated and provide updates until full restoration or a mutually agreed workaround is implemented.

10. Term and Termination

10.1. This Annex A takes effect on the Effective Date of the Customer's subscription or support commencement and remains valid throughout the active subscription or contract period.

10.2. Either Party may terminate this Annex A in accordance with the MSA.

10.3. Upon termination, the Provider shall cease providing Support Services and retain Customer data in accordance with the Provider's data retention policy before secure deletion.

11. Limitation of Liability

11.1. The limitation of liability provisions set forth in the MSA shall apply to all Support Services under this Annex A. The Provider shall not be responsible for failures or delays caused by events outside its reasonable control or by third-party systems not managed by the Provider.

12. Reference to MSA

12.1. This Annex A is governed by, and forms part of, the Master Services Agreement (MSA) between The Hotel Systems Pte. Ltd. and the Customer. All defined terms, general provisions, confidentiality obligations, and dispute resolution mechanisms in the MSA shall apply to this Annex A.

13. General

13.1. This Annex A may be executed electronically or by reference through quotation or subscription acceptance.

13.2. Nothing in this Annex A limits either Party's rights or obligations as defined in the

MSA.

13.3. Neither Party shall be liable for delays or failures caused by events beyond its reasonable control.

13.4. All Customer and Provider data exchanged during Support and Recovery Services shall remain subject to the confidentiality obligations in the MSA.

13.5. This Annex A is governed by the MSA. Any disputes arising under Support or Recovery Services shall follow the dispute resolution procedures established in the MSA.