EXHIBIT A.2 – MSP SUPPORT POLICY

1. Product Support

Scope

The purpose of Product Support is to resolve incidents that cause a nonconformity in the Subscription Service as compared to the Product Overview. The Product Support is included in the Fees for the Subscription Service. A resolution to a defect may consist of a fix, a workaround, or any other relief, as Plat4mation at its sole discretion deems reasonable. Customer Support does not include performing the following services:

1. implementation services;
2. configuration services;
3. integration services;
4. customization services or other custom software development;
5. training; or
6. assistance with administrative functions.

Support hours

Product Support is available 24 hours a day, 7 days a week, including all holidays via the "Support Portal".
The Plat4mation Customer Service Desk can be reached by Phone for:

Prio	Opening hours	Contact information
P1- Critical in production instances	24x7	+31851303480
P4 – Low to P2- High	8 – 17 CET, excluding public Dutch Holidays	+31851303480

Access Contacts

Plat4mation's Customer Service portal ("Support Portal") is located at https://now.4mation.com/. Customer may get the logging access to the Support Portal by contacting its Plat4mation administrator / contact person.

Incident Priority

Priority	Definition	Response	Resolution
P1-Critical	No further work can be performed, and the application is unavailable causing the probability of a serious operational backlog. There is no workaround, and the Error requires immediate attention.	<8 hrs	<24 hrs
P2- High	Multiple key functionalities and processing capabilities are limited, and the Error has significant adverse impact on a large group of end users. There is a workaround, and Plat4mation will make every reasonable effort to circumvent the Error.	<8 hrs	<36 hrs
P3-Moderate	Day to day operational Errors not classified as severity 1 or severity 2 and the Error has some impact on a few end users but does not prevent them from carrying out key activities in the application. If available then a workaround will be provided.	<8 hrs	Next Release
P4-Low	Errors not classified as severity 1, 2 or 3 and has minimal impact on the key activities carried out and effects a very small number of end users.	<8 hrs	Next Release

Customer Responsibilities

Customer's obligations with respect to Customer Support are as follows:

1. Customer will receive from Plat4mation communications via email, phone, or through the Support Portal regarding the Subscription Service.
2. Customer will appoint no more than 10 contacts ("Customer Authorized Contacts") to engage Customer Support for questions and technical issues. The Customer authorized contacts will be identified in the Order Form.
3. Customer must maintain the Customer Authorized Contacts and inform Plat4mation of any changes therein.
4. Only Customer Authorized Contacts are authorized to contact Customer Support.
5. Customer will train all Customer Authorized Contacts on the use and administration of the Subscription Service. Customer will cooperate to enable ServiceNow to deliver the Subscription Service and Customer Support. Customer is solely responsible for the use of the Subscription Service by its users.

![PLAT4MATION logo]

6. Prior to submitting any support request to Plat4mation, customer shall use any commercially reasonable effort to identity, isolate and remediate any suspected problem with the underlying subscription service resulting from any configuration.

2. Additional Support

In addition to the Product Support as referred to under section 1 above, additional support can be purchased by Customers from Plat4mation. Additional support will be captured in a separate agreement/schedule.

Additional support can be:
- Remote Administration Service
- Enhancements
- Onsite Functional consulting – Generate backlog, Write workable stories
- Proactive System Management
- Access to Support interactive portal for raising incidents, requests, projects
- Upgrades
- SLA & Reporting
- Additional Support window
- Access to Organizational Change Library (Poster, Templates communication Plan, Quick Reference Cards, etc.)
- Continuously improve and train suggestion engine
- Continuous improvement on Dashboards & Analytics
- Manual Customer Business Logic testing