

## EXHIBIT A.3 – MSP UPGRADE POLICY

### 1. DEFINITIONS

"Release Family" is a complete solution with new features or enhancements to the Subscription Service, including previously released Updates, if applicable.

"Upgrades" are new Release Families applied by Plat4mation to Customer's instances of the Subscription Service at no additional fee during the Subscription Term.

"Updates" are Plat4mation and/or ServiceNow releases (including patches and hotfixes) of the Subscription Service applied by Plat4mation and/or ServiceNow to Customer's instances of the Subscription Service at no additional fee during the Subscription term that provide problem fixes or other changes, but do not generally include new functionality.

### 2. UPGRADES AND UPDATES

Plat4mation and/or ServiceNow shall determine, in its sole discretion: (a) whether and when to develop, release and apply any Update or Upgrade to Customer's instances of the Subscription Service; and (b) whether a particular release is an Update, Upgrade or new service offering that is available separately for purchase.

Plat4mation and/or ServiceNow has the discretion to provide new functionality either: (a) as an Upgrade, or (b) as different software or service for a separate fee. Plat4mation and/or ServiceNow determines whether and when to develop, release, and apply any Upgrade or Update to Customer's instances of the Subscription Service. Customer will receive two upgrades of the Products free of charge. Any changes, additions, required configurations due to these upgrades are not included in the fees and will, when agreed, be invoiced separately to the Customer.

### 3. NOTICE

Plat4mation and/or ServiceNow shall use reasonable efforts (a) to give Customer 30 days' prior notice of any Upgrade to the Subscription Service And (b) shall use reasonable efforts to give Customer 10 days' prior notice of any Update. Notwithstanding the foregoing, Plat4mation and/or ServiceNow may provide Customer with a shorter or no notice period of an Upgrade or Update if, in the reasonable judgment of Plat4mation it is necessary to: (i) maintain the availability, security, or performance of the Subscription Service; (ii) comply with law; or (iii) avoid infringement or misappropriation of any third-party Intellectual Property Right.

### 4. SUPPORTED AND NON-SUPPORTED RELEASE FAMILIES

Plat4mation and/or ServiceNow supports the current version of Customers Instance to the Subscription Services and the previous version thereof (N-1). This means that Customers will be upgraded automatically to a new version of Customers Instance to the Subscription Service. In case Customer opts out for an Upgrade, Customers Instance to the Subscription Services are not supported. Customer needs to ensure that any (mobile) devices used in relation the Products meet this requirement.