SUPPORT SCHEDULE

Support for SLD Services

This Support Schedule forms part of the Master Services Agreement between SLD and the Customer (the "MSA") for every Order Form that refers to it. Terms defined in the MSA have the same meaning here. It sets the support channels, hours, severity levels and response and fix targets that SLD gives for its services. SLD publishes it at www.sala-daeng.com/agreements under its number and version. For the MSA, it is a Service Description (MSA 1.1 and 2.1(f)).

1. Scope

1.1 This Support Schedule applies to every service in an Order Form that refers to it, where that service's Service Description says support is given under it, whether SLD hosts the service or it runs in the Customer Environment.
1.2 What each service covers, and what it does not, is in its own Service Description. This Support Schedule sets how and how fast SLD responds. Availability targets and service credits for the services SLD hosts are in SLD's Service Level Agreement (SLD-SLA).

2. Channels, Hours and Requests

2.1 **Channels.**

Channel	Used for	Details
Ticket Portal (main channel)	All severities: raising and tracking requests	support.sala-daeng.com, or as stated in the Order Form. Attach screenshots and the steps that led to the issue.
Hotline (urgent, including after hours)	Critical and High only	The number in the Order Form and on the Ticket Portal. Open a ticket first, then call with the ticket number.

2.2 **Business hours** are 09:00 to 18:00 Thailand time (GMT+7) on Business Days. "Business hours" in this document count only time within them. Outside business hours, the Hotline takes Critical and High issues every day. Medium and Low issues raised outside business hours are answered on the next Business Day by 10:30.
2.3 **Counting requests.** One support request is one distinct issue, question or request. Several unrelated issues raised at the same time may be split into separate requests.

3. Severity Levels

Severity	Typical issue
Critical	More than half of the users cannot use the service, or a core process, such as posting, a payment run, approvals, document processing or the period close, has stopped with no workaround.
High	A core function is partly unavailable or gives wrong results, wrong data is posted or produced, or the Customer's period close or a tax filing deadline is affected.
Medium	A non-core function, such as a report, export, print layout, notification or search, has a problem and a workaround exists.
Low	General questions, display issues or small improvements.

The Customer proposes the severity, and SLD confirms it reasonably and in good faith.

4. Response and Fix Targets

4.1 **Targets** (in business hours).

Severity	Response	Workaround	Permanent fix
Critical	1 hour	4 business hours	5 Business Days

Sala Daeng Company Limited
6/F, Q House Phloen Chit, 598 Phloen Chit Road, Lumpini, Pathumwan, Bangkok 10330
hello@sala-daeng.com www.sala-daeng.com Tel 02.663.7895

Severity	Response	Workaround	Permanent fix
High	2 hours	1 Business Day	10 Business Days
Medium	3 hours	3 Business Days	15 Business Days
Low	4 hours	5 Business Days	30 Business Days
Change Request	Quotation within 3 Business Days	Not applicable	As stated in the Change Request

4.2 **After-hours response** (through the Hotline, clock hours): Critical within 2 hours, High within 6 hours. Medium and Low are answered on the next Business Day by 10:30.

4.3 "Response" means acknowledging the issue and starting to investigate. Workaround and permanent fix times count business hours and Business Days only. They are **targets**, not guarantees. The actual time depends on the complexity of the issue, the analysis of its cause and the Customer's actions. Where a fix depends on a patch or new release from SAP or another third party, the permanent fix follows that party's schedule.

5. Clock Stops

The times in section 4 stop while:

(a) SLD is waiting for information, evidence, a decision or an approval from the Customer;

(b) SLD is waiting for access to the Customer Environment, data or the Customer's personnel;

(c) the Customer Environment, SAP Business One, or another third-party system or service, such as a cloud or AI provider, is unavailable, or SAP's or another vendor's backline is working on the issue; or

(d) Force Majeure under the MSA applies.

They restart when SLD receives what it needs or the cause ends.

6. Versions of This Document

6.1 This Support Schedule applies in the version stated in the Order Form. SLD may issue new versions for new Order Forms. SLD publishes this document in English and Thai, with the same content under the same version number. The language of the MSA the Customer signed governs.

6.2 For an Order Form in effect, SLD may update this document by written notice. Updates that raise service levels, add channels or clarify wording without reducing the Customer's rights take effect as notified. Updates that lower service levels need at least 90 days' notice and do not take effect during a period already paid for, unless required by law or a government order. A change of the Hotline number or the portal address takes effect on written notice.

6.3 This document sets no fees, amounts, dates or customer-specific terms. If it conflicts with an Order Form, a SOW or the MSA, the order of precedence in MSA 2.1 applies.