SERVICE BOOKLET EXPENSYA

ARTICLE 1: DEFINITIONS

The terms defined below have the following meaning in the singular and the plural

Anomaly: means a defect, a dysfunction or a reproducible non-conformity of the Service in relation to its Documentation. The Anomalies to be qualified by Expensya are classified into two categories.

- A blocking anomaly: a reproducible anomaly that makes it impossible to access or use one or more essential feature of the service
- A non-blocking anomaly: a reproducible anomaly that doesn't have the characteristics of a blocking anomaly

Request: means any reproducible operational occurrence encountered by the Customer during the use of the Service, as well as any anomaly, that the Customer brings to the attention of Expensya.

Maintenance window: means the time period during which the Service may be stopped for maintenance in accordance with the provisions of this document.

Urgent maintenance: means the termination of the Service, outside maintenance windows, due to the application of urgent patches or any other urgent maintenance.

Updates: refers to improvements made to the existing standard functionalities accessible under the Service and, in view of the functional evolutions and provided that such adaptations or evolutions do not make necessary the rewriting of a substantial part of the existing standard functionalities. Updates also include the correction of eventual service anomalies and their documentation.

Support: means the assistance in the use of the Service regarding the use of the standard application functionalities.

Portal: means the website www.expensya.com or any other address provided by Expensya to the Customer.

User: customer collaborator created in the user table and authorized to create expense reports

Active user: user who enter at least one expense line of any kind (or on whose behalf an expense line is entered) in a calendar month

ARTICLE 2: SUBJECT

This service booklet is an integral part of the contract

This service booklet describes specific provisions applicable to the Service which take precedence over the provisions of the "Terms and Conditions of Sale and Use"

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ARTICLE 3: AVAILABILITY OF THE SERVICE

The service is open 24/7, outside maintenance windows and urgent maintenance.

The maintenance window is defined as follows:
-every night between 00:00 and 7AM (French time)
-every Sunday and French public holidays
-the maintenance scheduled by Expensya at least 48h in advance
Urgent maintenance is likely to occur at any time.

ARTICLE 4: AVAILABILITY RATE

Expensya is committed to providing a service with an availability rate of at least 99%. The availability of the service is defined as the possibility to access and connect to the service and is guaranteed over a standard reference period (SRP) covering the time slot from 7AM to 8PM (Central European Time CET).

UT is the Unavailability time of the service, not including downtime related to (i) maintenance windows; (ii) urgent maintenance ; (iii), interruption due to force majeure; (iv) interruptions caused by an equipment provided by the customer; or (v) interruptions related to the system outside the service scope , including notably the telecommunications network of the client

The availability rate is calculated on a monthly basis: $DR = (SRP - \text{sum of } UT) / SRP*100$ [%]

Only the production environment, exclusive of all other environments, are subject to the aforementioned availability rate.

ARTICLE 5: INFRASTRUCTURE ALLOWING TO OPERATE THE SERVICE

The service is operated in a secured environment, ensuring accesses control, service continuity, storage and data protection, operation of company facilities, and connectivity to remote networks.

The environment is ISO/IEC 27001 certified, covering notably a control of physical accesses and anti-effraction, on a permanent basis, 24h/24, 7d/7.

ARTICLE 6: ADMINISTRATION AND SERVICE SUPERVISION

The services provided are:
-Installation, maintenance and upgrade of the operating systems, database management systems, monitoring, operating and optimization softwares.
-The definition and implementation of the service's backup policies
-Proactive et reactive actions to optimize and enhance the service

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ARTICLE 7: BACK UP AND RESTORATION MANAGEMENT

Expensya is reponsible for conducting backups and restoration to secure customer data.

Customer data backups are performed every hour in a 30-day window as well as on a weekly basis in a yearly window.
Customer data backups are made in two copies and stored in two different places.

In the event of a disaster occurring on the infrastructure enabling service operations, Expensya undertakes to restore the Service as soon as possible on the basis of the most appropriate backup.

ARTICLE 8 : UPDATES

Updates are classified into two categories:

1. Major updates
2. Patches

Updates and / or new versions are expressly excluded:

-Specific States: by Specific State we mean any state that is not available as a standard service, but that the Customer has, on his own initiative, chosen to perform and set up, or has done and set up without the help of Expensya, and decided to use alone;
- Specific Developments: by Specific Development, we mean all the computer programs that the Customer has done on his own for his needs.

Expensya will run updates without prior authorization.

The Customer is also informed that at each new Update, the Specific States may no longer be compatible or no longer be operational. For each Update, each Specific State can only be made operational after express approval of Expensya and billable intervention of Expensya on the basis of the applicable rate.

ARTICLE 9: USER ADMINISTRATION

There are two types of accounts:
- the administrator account that allows the administration and the use of the Service,
- user accounts that allow the use of the Service.

The allocation of the associated rights in the Service are the responsibility of the Customer.

The Customer must ensure the non-disclosure of accounts and passwords associated with unauthorized persons. In case of theft or misappropriation of the latter, it is the Client's responsibility to deactivate them from the Service.

ARTICLE 10 – SUPPORT DESCRIPTION

1. – DESCRIPTION OF THE SERVICES PROVIDED

Expensya is committed to providing the Customer with support via access to the portal or via telephone access.

1. – Portal access to support

a) General description of the services provided. Access by the Client to the Portal will allow him to benefit from the following services:
- Possibility for the Customer to make a written request in the dedicated space;
- Possibility for the Customer to consult the technical information provided by Expensya.

b) Specific conditions of execution

Requests will be recorded in Expensya's tools to ensure traceability and will be processed according to their degree of criticality.

In order to facilitate the execution of the Support, the Customer undertakes to describe with precision his Request and the situation he encounters (description of the context, error messages, chain of menus, etc.) by documenting it if necessary. by any means at its disposal and in order to allow Expensya to reproduce and qualify any incidents and / or anomalies brought to its attention.

Expensya will acknowledge receipt of the Request in electronic form.
If there is no response and / or immediate support, the delay for the Expensya technician to take charge of the Request will be within eight (8) hours of registration of the Request.
The opening hours of the Telephone Support and Chat are specified on the Portal.

Expensya agrees to comply with the eight (8) Business Hours for at least 80% of the Requests. Expensya's compliance with this percentage will be evaluated for a period of twelve (12) consecutive months from the date of the start of the supply of the Support and implies compliance by the Customer with its obligations and Expensya's Technical Prerequisites, particularly regarding remote assistance.
The Support can only be provided by Expensya insofar as the Users have been previously trained to use the Service and the Customer has the technical devices enabling the remote assistance.

c) Particular modalities of anomalies treatment

At the end of the period of taking charge of the Request (eight (8) Business Hours), Expensya will proceed to the qualification and reproduction of the Anomaly.

Treatment of Blocking Anomalies:
After qualification and reproduction of the blocking Anomaly, Expensya will have a 24 hours delay to:
- Correct the blocking Anomaly;
- Find an alternative solution if the correction of the Blocking Anomaly can not be achieved within the aforementioned 24h. In the event of a workaround, Expensya undertakes to deliver
the final correction of the blocking Anomaly as soon as possible.

Treatment of non-blocking abnormalities:
After qualification and reproduction of the non-blocking Anomaly, Expensya will have 48 hours to:

- Make a correction to the blocking Anomaly;
- Implement a workaround if the correction of the Blocking Anomaly can not be achieved within the aforementioned 24h. In the event of a workaround, Expensya undertakes to deliver the final correction of the blocking Anomaly as soon as possible.

d) Telephone access to the support

The telephone access to the Support allows the Customer to formulate their Requests to Expensya's call center.

Expensya will receive, during its opening hours, Requests, from Monday to Friday, excluding public holidays. The Support is accessible by the Customer from 9h to 17h (CET)
Requests will be recorded in the Expensya tools to ensure traceability and will be processed according to their degree of criticality.

The answers will be provided by Expensya either in the form of a direct call, or as a reminder of the Customer or in electronic form.

In the absence of a response and / or immediate support, the delay in taking over the Request by an Expensya technician will take place within eight (8) Business Hours of the registration of the Request made. during the Business Hours of the opening period of the Support.

In no case, the telephone support will replace the user documentation attached to the software. Likewise, the telephone support will not replace the training that the Customer can acquire during the training sessions.