

McLaren Support Centre

INTELITY Service Level Agreement



MCLAREN
TECHNOLOGIES



McLaren Technologies Asia Pacific Pte Ltd

McLaren International Pty Ltd

www.mclarenint.com



This **Service Level Agreement** (“SLA”) is attached to and made a part of the **McLaren/INTELITY** (also known as “Company”) Order Form and Agreement. This SLA outlines the level of service that the Company has agreed to pursuant to your Agreement and your live operating platform. Capitalized terms not otherwise defined herein will have the meaning ascribed to them in the Agreement. Note: labs, test centers, demo rooms, or R&D environments (collectively “Test Environments”) are not covered by the SLA.

What Is Covered?

- The INTELITY Platform
- Platform Related Service
- Limited 3rd Party Interfaces

1. Service Commitment

Overall Platform Availability will be at 99.9%, excluding Excluded Components, 24 hours a day, 7 days a week, 365 days per year. As used herein, “Excluded Components” include:

- Any component not directly controlled by Company, including but not limited to property-level or other networks/internet connectivity, cloud hosting providers, and Customer’s Technical Systems;
- Critical system updates (e.g., critical security fixes that may be required, but may not meet Planned Maintenance notification timeframes (See Section 4, below)
- Scheduled/planned maintenance or outages
- Force majeure events

“Customer’s Technical Systems” include Customer Property Systems, any other Customer-developed or third-party provided systems (e.g. booking engines, valet systems) and any other network or system interfaces that are under the management, control, or direction of the Customer.

2. Service Response Times; Restoration and Resolution

Customers are at the heart of everything we do and our highest priority is to provide a quality platform for you and for your guests. If technical issues arise with the Services, we will address them according to the following priority levels:



Category	Service Response Times	Definition	Restoration Time
Critical	15 minutes or less	Related to Property-wide system usability of the Platform or its integrations that impacts a major function of the Customer Property with no alternate guest solutions available (e.g. mobile key failure where no physical room keys are available, no alternate to In- Room dining menus. Examples: entire Platform not accessible to any hotel users, PMS integration failure, failed notifications across property, property-wide Keyless entry failures. Does not include individual component errors outside of the major functions listed above (e.g., room controls where a guest can use the in-room thermostat, or content issues within a property's mobile app).	100% Restoration within 12 hours
High	2 hours or less	Any issue that is not related to a property-wide outage. A component of the system or a subset of rooms are offline. Examples include: Devices that will not connect to the Platform, application crashes, wireless connectivity issues and device configuration assistance	100% Restoration within 48 hours
Medium	To be discussed between Customer and Company teams	An enhancement or an error that causes a minimal business impact to Customer, but which does not prevent Company from maintaining acceptable levels of service delivery. For the purposes of this definition, "minimal business impact" includes one or more of the following: <ul style="list-style-type: none">• Degradation of other Company system(s) that does not impact performance affecting the Application Non-functional defect Examples: Cosmetic UI defects	To be prioritized and agreed upon by Customer and Company teams
Content	Customer requested changes to content for live Customer Properties (e.g. compendium or in- room dining menus)	Customer to contact McLaren Support Weekdays 9:30 am to 5:50 p.m. SGT	Within 3 business days of receipt of request



2. Service Response Times; Restoration and Resolution (Cont'd)

"Restoration" means the reinstatement by Company of a Company-authored or Company-managed or administered application/Service such that the application processing and/or Service can re-commence and will comply with pre-outage performance levels as validated and confirmed through final testing in production by Customer. Restoration could include the use of "work-arounds". For the avoidance of doubt, for "Critical" outages, restoration should mean restoration of the majority of services for key hotel functions where no alternate solutions are available to a guest - even if those services are being provided via workarounds. Full restoration may take longer than the periods noted above depending on the issue. Customer agrees to reasonably cooperate with Company during any scheduled and unscheduled interruptions if assistance from Customer is necessary in order to restore the Platform to working order. To the extent Customer's staff (including Customer's IT support) is not available during a scheduled or unscheduled interruption or to otherwise assist in the diagnosis or resolution of a technical issue, the Restoration times listed above will be extended by the length of time such Customer's team is unavailable.

If a Test Environment is installed at a Customer Property concurrently with a live deployment utilizing the same Customer Technical Systems, to the extent the Test Environment causes an issue or negatively impacts the live deployment, such impact on the live deployment is not covered by this SLA.

3. Customer Responsibilities; Alerts and Advance Notifications

Customer will make available staff at the Customer Property, as required, to assist Company in diagnosing the nature, severity and origination of any reported failures.

Customer will use commercially reasonable efforts to ensure that the Services are maintained according to reasonable instructions from the Company. For example, but without limitation, Customer will ensure that the on-site HSIA networks conform to specifications and are functioning properly, Customer has not made modifications not in accordance with Company instructions or guidelines (e.g. during room cleaning, the Tablets are properly set in their cradle and all chargers are plugged in; required open firewall ports are not closed; etc.).

Company will use commercially reasonable efforts to provide advance communication (at least three (3) business days) regarding scheduled server maintenance, security changes or other interruptions that may affect the usability of the Platform. The foregoing notice period will not apply to critical updates or patches (e.g. security alerts or other similar issues that require immediate attention). Company will provide communication regarding all system updates and reserves the right to determine criteria indicating the need for any application update/upgrade and its implementation. Customers are encouraged to check the Company's Help Center Site (see below) for any notifications about platform status and planned updates or issues.



3. Customer Responsibilities; Alerts and Advance Notifications (Cont'd)

Customers are expected to notify Company in writing (email acceptable) and report any planned changes/modifications to their internal systems or the local environment that may affect the functionality of any installed Company systems at least ten (10) business days in advance of such changes. This includes, but is not limited to, any system upgrades at a Customer Property, integrations with any Third- Party Services integrations listed in the Order Form (e.g. PMS or POS), changes to user/system authentication and/or credentials, internal network or Internet service changes (including HSIA or Wi-Fi) or any other routine maintenance. Notification by Customer of such changes less than ten (10) business days in advance may result in additional support charges to the Customer and/or additional downtime not covered by this SLA depending upon the remediation work required on Company's side to restore or otherwise update the Platform. Third-Party Services changes to integrations not supported by the Company may result in additional fees.

4. Contact Us

Our dedicated and knowledgeable team is available to assist with your questions or technical issues. Here are the ways in which you can reach us:

Method	Details	Description
INTELITY Help Center	Help Center Portal	Primary method to request technical support 24x7x365
Via Email	support@integrity.com	Secondary method for technical support: Sending an email to this address will automatically generate a support ticket in the Help Center
Via Email (Customer Success & Content Management)	support@mclarenint.com	Tertiary method for reaching Support for non-urgent cases. McLaren team member will respond during the next business day
Main Support Telephone (McLaren Technologies)	+65 3158 5066	Optional method to reach McLaren Technologies during Standard Office Hours
Main Support Telephone (INTELITY)	+1 (407) 965-2222	Optional method to reach INTELITY during Standard Office Hours
Standard Office Hours (INTELITY)	Monday through Friday 8:30AM to 6:00PM US Eastern time	INTELITY is headquartered in Florida, Orlando



Method	Details	Description
Standard Office Hours (McLaren Technologies)	Monday through Friday 9:00AM to 5:30PM Singapore time	McLaren Technologies is headquartered in Singapore
Support Hotlines (McLaren Technologies)	Hong Kong / Macau +852 5803 6997 Australia / NZ / Pacific + 61 2 8915 1359 China +86 21 8011 9466	Optional method to reach McLaren Technologies during Standard Office Hours for our regional customers
Live chat (McLaren Technologies)	www.mclarenint.com	Optional method to reach McLaren Technologies during Standard Office Hours
McLaren Technologies Customer Portal	Self Service Portal	Self-logging case tool to reach McLaren Technologies

5. On-Site Service Calls

In the event Company determines that an on-site support visit is required, Company will use commercially reasonable efforts to adhere to the following service response times based on the level of system outage severity

(a) Category “Critical” Severity Call - (the Services are not available in all the guest rooms): service personnel to be dispatched and in-route to the Customer Property within twenty-four (24) hours, including non-business hours.

(b) Category “High” Severity Call - service personnel to be dispatched and in route to the Customer Property within one (1) business day.

The service response times do not indicate the required on-site arrival of Company service personnel or the required completion of the repair or replacements necessary to fix the failure of the Services. The Company will not supply on-site services for other severity tiers (e.g. “Medium” or “Content”) or for any upgrades at the Customer Property.

For any on-site service call required as a result of Customer-related changes or Customer Property Systems-related issues, Company will provide a quote for the estimated costs of such services which will include charges for travel and other expenses as set forth in the General Terms of Use. If an on-site service call is required as a result of a Platform or Services-related issue predominantly caused by Company, Company will dispatch Company service personnel at no cost to Customer.



6. Data Security

Company will employ security methods and procedures in accordance with its current privacy policies, as well as industry best-practice standards. Furthermore, as a standard practice, all In-Room and Lobby tablets or other provided platform hardware will have restrictions enabled to the extent provided by the hardware and OS manufacturer to prevent access to any device configuration settings.

7. Incident Reports

Company will provide prompt incident reporting to the Customer (in no less than two (2) business days) in the event Company becomes aware of any potential or actual data-related or similar security breaches. Company will investigate any such breach and will provide Customer with information about the breach as it becomes available and on an active basis beyond the initial incident report. Company will take immediate reasonable steps to mitigate damage, if any, resulting from a data-related or security breach. Company will not provide incident reports for any other service level issues or similar matters that may arise under the Agreement.

8. Service Limitations

Notwithstanding anything in this SLA to the contrary, Company will have no obligation to perform any repair or correction of any failure that Company determines is caused, in whole or in part, by (a) the acts or omissions of Customer, its directors, officers, employees, agents, contractors, affiliates or Guests, regardless of whether such acts or omissions are intentional, reckless, or negligent; (b) theft or willful or negligent acts or omissions of Customer, or any of its directors, officers, employees, agents, contractors, affiliates or guests; (c) Customer's failure to perform its obligations under the Agreement including this Exhibit (including, without limitation, making its staff available), or (d) a Force Majeure event. If Company elects to provide maintenance services required due to any of the aforementioned instances, Customer will promptly reimburse Company for the labor, travel, and equipment, per Company's at the time of the service visit and/or parts replacement as described in this SLA, plus applicable taxes.

9. Customer Support Information

Our dedicated and knowledgeable team is available to assist with your questions or technical issues. Case Reference numbers are used to track and monitor the Support Request.



9. Customer Support Information (Cont'd)

A Customer Support Request must include the following information. This can be conveyed via Email in accordance with the information listed above.

Details

- Full name and position
- Full Property name and Location
- Phone number and/or email address with alternate contact details within the property
- Product module affected
- Time and date of problem detection
- Description of the problem and the resulting impact to the property
- Screenshots of the app, or scans of the supporting documentation (Example POS tickets/dockets) to support the reports.

10. Support Request Process

Customers contact Support via Phone/Livechat/Email in accordance with the Customer Support Information detailed above.

Support staff documents the Support Request and provides the customer with a Support Case ID.

The Support Case ID is used to track and monitor the Support Request.

When completed, Support staff will close the case and respond to the Customer with an account of the resolution.



10. McLaren Technologies Customer Support Portal

- To obtain a username & password, please contact McLaren Support at support@mclarenint.com
- Open the Self-Service portal in your browser [save to favourites]: [Self Service Portal](#)
- Enter your username and password as provided via email

11. Business Locations & Facilities



Singapore

McLaren Technologies
Asia Pacific Pte Ltd
111 North Bridge Road, #16-05A,
Peninsula Plaza
Singapore 179098

Australia

McLaren International Pty Ltd
Suite 3, Level 6
84 Pitt Street,
Sydney NSW, 2000



West Coast

600 Wilshire Blvd. Suite 700
Los Angeles, CA 90017

East Coast

7335 W Sand Lake Rd. Suite 210
Orlando, FL 32819

Europe

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Kyiv, Ukraine 01054