

SCHEDULE E: TECHNICAL DESIGN AUTHORITY

1. Technical Design Authority Service Description

Exponential-e's Technical Design Authority ("TDA") Service provides the Partner / End User with a Technical Design Authority for the number of Man Days set out on the Order Form.

The TDA will be responsible for providing the Partner / End User with technical guidance and recommendations, acting as a technical representative of the Partner / End User within Exponential-e. The core responsibilities of the TDA are:

- Attending face-to-face or remote technical meetings with the Partner / End User at a frequency of once per calendar month where at least twelve (12) days' per annum worth of TDA is contracted and at a frequency of once per calendar quarter where at least four (4) days' per annum worth of TDA is contracted;
- Advising the Partner / End User of technical capabilities and services within the Exponential-e portfolio, and how these can benefit the Partner / End User;
- Provide input into the Partner's / End User's IT strategy upon request;
- Work closely with the assigned Service Manager (where purchased) to maintain service and technical harmony
- Reporting on all technical meetings, assigned actions and outcomes;
- Working closely with the Service Desk during faults or incidents affecting the services in the End User solution; and
- In the event of any incidents, review any incident report that provides an overview of the sequence of events and the root cause, and capturing any corrective actions to be taken.

The TDA's schedule will be determined through mutual agreement between Exponential-e and the Partner / End User at least 30 days in advance. The TDA will be free to undertake other work as assigned by Exponential-e on days not allocated to the Partner. The TDA and the Partner / End User shall work together to agree the content and format of deliverable reports and agree the format, location and agenda for technical meetings within thirty (30) days of Order acceptance.

2. Service Commencement Date

The Service Commencement Date of Technical Design Authority for the purposes of invoicing the Technical Design Authority Charges, shall be the earlier of (i) the date that the Technical Design Authority attends his/her first meeting with the Partner / End User and (ii) the Service Commencement Date of the first other Service under the applicable Contract (if applicable).

3. Additional Terms

The following terms and conditions apply to the provision of a Technical Design Authority by Exponential-e in addition to Exponential-e's General Terms.

3.1 DEFINITIONS

3.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Man Day" a cumulative amount of time of not less than seven and a half hours spent working during Normal Business Hours;

3.2 PARTNER OBLIGATIONS

3.2.1 The Partner shall (and shall procure that the End User shall):

3.2.1.1 provide, in sufficient time to enable Exponential-e to perform the Service, such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to carry out the Service and shall ensure that all information provided is accurate in all material respects; and

3.2.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and

3.2.1.3 appoint a Service Manager, who shall have the authority to commit the Partner / End User on all matters relating to the Service.

3.3 The Partner's compliance with Clause 3.2 shall be entirely at the Partner's cost.