Subscription Appendix 1 –Managed Capabilities Description

This Managed Capabilities Description ("**Appendix 1**") forms part of, and is incorporated by reference into, any active WonderBotz Subscription Order that references it, together with the governing WonderBotz Master Agreement. Appendix 1 defines the structure, components, and service levels of WonderBotz-managed offerings. It may be updated from time to time, and such updates will apply to new or renewed Subscriptions, or to in-force Subscriptions where the updates do not materially reduce the Company's rights or increase its obligations, unless otherwise agreed in writing. In all cases, this Appendix is governed by and subordinate to the WonderBotz Master Agreement.

1. Base Software

As specified in the applicable Subscription Order ("**Subscription**"), WonderBotz provides a managed hosted platform, software, and production support units that allow it to rapidly deploy solutions on behalf of the Company and utilize WonderBotz Frameworks (meaning WonderBotz's proprietary reusable automation templates, frameworks, and Preconfigured Tools) and other third-party software. The subscription also includes any online or electronic documentation and any updates and upgrades made available during the Term, as defined below and in the Agreement (collectively, the "**Bundle**").

The Bundle is delivered through WonderBotz's Agent247® managed capability, an agentic operations service that integrates multiple underlying automation and AI technologies — including but not limited to bots, conversational AI, intelligent document processing, and custom WonderBotz software — to deliver end-to-end process outcomes. Where the applicable Subscription Order specifies particular platforms or licenses, WonderBotz will deliver those as specified. Where the Subscription Order describes outcomes or managed capabilities without specifying underlying platforms, WonderBotz will determine the appropriate technology to deliver those outcomes.

Any third-party software included in the Subscription is provided under the applicable third-party licensor's license terms and is operated by WonderBotz solely as part of the managed services. Except as expressly stated in the Agreement, such third-party software is excluded from Bundle warranties and service level commitments.

2. Service Units

We support the Bundle as part of your order, including the infrastructure we have provided on our cloud. We do not support Infrastructure if the Bundle runs on-prem or on infrastructure not provided by us.

We support your Use Cases and provide additional Services through Service Units, which are each a two-hour contiguous block of time and come in two forms:

(1) **Annual Service Units** are generally used for the day-to-day operation of the Subscription. They are replenished annually, and unused annual units do not roll over to the next contract year.

(2) **Term Service Units** are generally for configuring use cases but may be used instead of Annual Service Units if needed. They are granted at the start-up, are good for the duration of the agreement, and expire at the end of the term.

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Service Units are provided with the core Solution Subscription and for each Use Case purchased by the Company based on WonderBotz's forecast of operational needs. Actual usage may vary, and the parties will review the forecast periodically.

Service Units are consumed as used, including fractional time. Consumption is determined by WonderBotz's service records and ticketing logs. For example, if a support action requires 1.5 hours, one Service Unit is consumed; if 2.5 hours, two Service Units are consumed. WonderBotz will periodically advise on Service Unit balances, such as starting, using, and ending. As defined in the Subscription, additional units may be purchased at the then-current rate or under a separate Subscription Order. WonderBotz will provide a consumption summary upon request.

3. Infrastructure

The Subscription will specify the location and responsibility for the infrastructure. Generally, we host the Subscription on our cloud and connect to your environment, but we may provide an on-premises option.

4. Initial Bundle Installation

A. Capability Setup and Hybrid Orchestration

WonderBotz will provide Services on either a multi-tenant or dedicated basis, as specified in the Subscription Order. Typical environments include production, QA, and development. If specified in the Subscription Order, WonderBotz may also provide separate tenants for the Company's use to build, bring, or operate automations, including bespoke automations developed by the Company or WonderBotz.

Upon request, WonderBotz may integrate the Company's previously licensed software under a separate tenant within the WonderBotz orchestration environment to enable unified management of both Company and WonderBotz-provided licenses ('**Hybrid Orchestration**').

WonderBotz maintains exclusive administrative control over the orchestration environment, including any licenses procured in the Company's name on the Company's behalf, and the Company's access is limited to self-service functions expressly enabled by WonderBotz. Upon the Company's written request, WonderBotz will return administrative control of licenses registered in the Company's name, and the Company acknowledges that automation operations may be affected as a result.

B. Capability Installation

Startup activities may include Bundle configuration, security and IT reviews, and establishing network connectivity as described in the Subscription.

WonderBotz Responsibilities

1. Designate an onboarding point of contact.
2. Provision required technology and environments.
3. Configure the WonderBotz-managed cloud infrastructure and resources, if applicable.
4. Collaborate with Company IT and INFOSEC teams to establish connectivity.
5. Configure and connect third-party technology as required.

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6. Support installation of technology on virtual machines, if applicable.

Company Responsibilities

1. Designate a project manager to assist with onboarding.
2. Provide primary contacts for IT, INFOSEC, and project coordination.
3. Attend onboarding and infrastructure meetings as needed.
4. Provide required security configurations and access credentials.
5. Procure application and system accounts as necessary.
6. Install Company-provided software and technology on virtual machines, if applicable.

C. Migrating Existing Automations to the Capability

WonderBotz assists the Company in moving ("**Lifting and Shifting**") existing automations from the Company's existing environment into the WonderBotz-managed Capability, running on the same platform.

Scope of Migration

Simplified, the Company creates a backup of its automations and delivers it to WonderBotz. WonderBotz restores the backup into the WonderBotz-managed infrastructure. No changes, redesign, or revalidation of the automations are performed as part of this service.

WonderBotz Responsibilities

1. Advise Company on how to create the backup and assist as practical.
2. Restore the provided backup into the designated WonderBotz-managed environment.
3. Confirm that the environment has been restored per standard operational parameters.
4. Notify the Company when the load is complete and ready for testing.
5. Assist in evaluating test results

Company Responsibilities

1. Create and provide a verified backup of the existing automation environment in the format specified by WonderBotz.
2. Deliver the backup through agreed to method.
3. Conduct all post-migration testing and validation of automations.
4. Notify WonderBotz of any environment access or configuration issues.
5. Decommission or disable the legacy environment once the migration is accepted.

The load, test and operate consume applicable service credits and are part of the managed Capability covered by the service and support terms defined in this Appendix.

For your protection, the Company should maintain its own archive of any automations provided to WonderBotz for migration, as WonderBotz's migration services do not include long-term retention of the original backup.

D. Optional Modernization Services

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Modernization or enhancement of migrated automations—such as optimization, upgrade, or reengineering—is available as an optional engagement for Companies seeking to improve automation performance, extend functionality, or align processes with current best practices.

Modernization may include converting legacy automations to current framework standards, improving exception handling and governance, or enhancing efficiency using AI or analytics components. Engagements are scoped separately, with pricing based on the complexity and desired outcomes of the modernization effort.

For more information, visit https://wonderbotz.com/services/agentic-modernization (or successor URL).

5. Routine Orchestration Support

WonderBotz provides routine orchestration services for the Bundle, such as scheduling automation use cases when not handled through configuration files. For managed Capabilities where the Company performs development activities, this also includes migrating automations to and from production environments and downloading automation logs.

The Company may request these services by emailing **mspsupport@wonderbotz.com** or using the available self-service options. WonderBotz will acknowledge and complete routine requests within four business hours of receipt.

6. Support and Maintenance Services (SMS)

Support and Maintenance Services ("SMS") are provided according to the Subscription and initiated upon request from the Company. SMS usage may consume Service Units or other contracted coverage (e.g., dedicated shift resources), depending on whether the request arises from an issue with the Bundle or a specific Use Case.

Level 1 Support – Support Services
Includes managing the automation control room/orchestrator and workload, restarting processes after failure, performing root cause analysis for exceptions, alerting business stakeholders as issues occur, and coordinating with developers to resolve outstanding problems.

Level 2/3 Support – Automation Support Services
Includes technical analysis and break/fix support for automations managed under the Subscription. During the support cycle, minor enhancements may be made to address business exceptions or application updates that affect automation performance.

Problem-Solving Services
WonderBotz assists the Company in problem-solving for the Bundle through the following approach:

Before Reporting a Problem

The Company should:

1. Determine whether the issue is related to the Bundle.
2. Record details of the failure, including any observable symptoms or logs.

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3. Submit a problem entry in the WonderBotz support application. This log must not include confidential or personal information

WonderBotz Responsibilities
As part of technical support, WonderBotz will:

1. Answer questions about the use, application, configuration, and compatibility of the Bundle.
2. Provide information on compatibility requirements, limitations, and known issues.
3. Diagnose and troubleshoot reported problems.
4. Reproduce issues as feasible to confirm findings.
5. Provide or reference relevant documentation to assist resolution

Incident Priorities
WonderBotz provides technical support for the Bundle according to the following parameters:

Priority	Deficiencies	Response Objective	Correction Objective
Critical	Deficiencies that result in a significant loss of functionality, reliability, performance, or quality such that the Bundle can no longer be used and business processes cannot be completed during critical moments.	< 4 business hours from receipt of entry to the problem log	< 2 business days
High	Deficiencies that result in substantial loss of functionality, reliability, performance, or quality such that the Bundle or affected automations can no longer be used effectively.	< 8 business hours from receipt of entry to the problem log	< 5 business days
Medium	Deficiencies that cause loss in functionality, reliability, performance, or quality but can be mitigated, allowing continued use of the Bundle. May also include a feature that becomes unusable while other features remain functional.	< 8 business hours from receipt of entry to the problem log	Schedule to be determined and communicated to the Company Order Manager
Low	Deficiencies that do not result in a significant loss of functionality, reliability, performance, or quality.	< 40 business hours from receipt of entry to the problem log	Based on availability of assigned resources

Preventive Intervention
If WonderBotz becomes aware of an actual or potential material defect in the Bundle, it will promptly investigate the cause and take appropriate measures to prevent recurrence. Preventive interventions may include:

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1. Identifying the cause of non-compliance;
2. Assessing the need for corrective or preventive action;
3. Designing or updating the Bundle to eliminate the issue;
4. Implementing corrective measures; and
5. Reviewing the effectiveness of those measures.

Corrective Interventions
If the Company submits a corrective intervention request relating to the Bundle—including issues of quality, reliability, safety, efficiency, or performance—WonderBotz will investigate the request and take appropriate action.

WonderBotz assumes responsibility for managing valid claims and related costs. If the request is determined to be unjustified or the issue was caused by the Company's use or environment, the Company is responsible for associated costs. At the Company's request, WonderBotz will collect and transmit relevant technical information related to the intervention as soon as reasonably possible.

Maintenance Obligations.
WonderBotz provides updates to the Bundle at no additional cost beyond the Fees set out in the Order. Updates may include new features or functionality enhancements. WonderBotz will deliver updates supporting new versions of the Bundle as soon as possible and no later than two quarters after their general availability.

Exclusions.
Support and Maintenance Services do not apply to

- services expressly excluded under the Agreement;
- issues resulting from force majeure events;
- failures caused by the Company's breach of this Agreement;
- failures of telecommunications or infrastructure beyond WonderBotz's reasonable control; or
- planned or emergency maintenance activities necessary to address critical issues.

7. Warranty

WonderBotz represents and warrants the following, in addition to the warranties provided under the Master Agreement:

1. For thirty (30) days after the Company's Acceptance of the WonderBotz Software and Solutions ("Acceptance"), the Bundle will, in all material respects, conform to WonderBotz's written documentation. Acceptance is deemed upon the Company's delivery of written notice of acceptance or by its continued production use of the Bundle beyond the thirty (30) day period.
2. WonderBotz shall provide support and maintenance services with reasonable skill and care.
3. WonderBotz shall use commercially reasonable efforts to provide such services in accordance with the applicable service levels described in this Appendix and the Agreement.

Disclaimer of Warranties

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TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND EXCEPT AS EXPRESSLY PROVIDED IN THIS SECTION AND IN THE AGREEMENT, THE BUNDLE, INCLUDING ANY UPGRADES AND UPDATES, IS PROVIDED "AS IS." WONDERBOTZ MAKES NO OTHER WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS, OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, QUIET ENJOYMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. WONDERBOTZ DOES NOT WARRANT THAT THE BUNDLE WILL BE ERROR-FREE OR UNINTERRUPTED, WILL MEET THE COMPANY'S REQUIREMENTS, OR WILL OPERATE WITHOUT ISSUE IN COMBINATION WITH THIRD-PARTY SOFTWARE OR HARDWARE.

8. Order of Precedence

In the event of any conflict between this Appendix and the Master Agreement or its Annexes, the Master Agreement and its Annexes shall prevail. This Appendix governs only the operational description of the Subscription, including the administration and control of the orchestration environment, and does not modify license rights, ownership, warranties, or liability allocations set forth in the Master Agreement.

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