

## SFR-Fit Service Level Agreement (SLA)

Established 12<sup>st</sup> June 2024

### 1. Technical Standards and Technical Requirements

The operating system for the Product shall be Windows 10 64bit version.

There are recommended setting requirements for the terminal equipment and the peripheral equipment necessary for use of the Product. For details, please refer to each Manual.

### 2. Explanation about the End of the Agreement for the Fee Version

A notice is shown at the time of the startup of the Product sixty days before the maturity date of the period of the Agreement.

The period of the Agreement shall not be automatically renewed.

### 3. Support Service

The Company provides the Customer using the Fee Version with the following support service.

The Company shall not be obliged to provide the support service to the Trial User using the Trial Version, but may provide the Trial User with the support service at the Company's discretion. The Trial User shall not raise any objection even if the Company does not reply to inquiries by e-mail from the Trial User.

#### (1) Method of Support Service

The Company will reply by e-mail to inquiries concerning the operational procedures of the Product, consultation on any defect, and so on of the Product by e-mail from the User.

#### (2) Operation Time for Support Service

- Acceptance of inquiries by e-mail from the User: 24 hours, 365 days a year
- The Company's replies to received inquiries: from 8:30 to 17:30 Japan time on the Company's business days
- The Company will endeavor to reply and initiate responses promptly after the acceptance of any inquiries.
- The Company will endeavor to reply to any inquiries to the extent commercially reasonable, but will not guarantee replies to all inquiries or the resolution of all problems.
- Please refer to the Company's web page with regard to the Company's business days and support service.

#### (3) Information from the User

In the case where the Company receives any drawings or measurement results from the User for the support service at the time of any defect or consultation, the Company will use the received information for the following purposes. It shall be deemed that the User consents to these.

- (i) Measures to resolve any defect
- (ii) Analysis support (not referring to measurement values)
- (iii) Identification of any error in measurement method, etc.
- (iv) Use for improvement or betterment of the Product in the future