

PARKVIEW PERFORMANCE INSIGHTS

GENERAL DESCRIPTION OF SERVICES

The provision of remote monitoring and notification services using PPT monitoring tools to review the performance of the Customer's environment.

SERVICES AND DELIVERABLES

PPT will provide monitoring and alerting services on events within the Customer's environment ("Services"). PPT will notify the customer when performance metrics have exceeded the programmed thresholds.

PPT will provide appropriate ticketing resources to deliver the Services to support the Covered Systems. Specifically, PPT will provide:

- Automated Ticket Creation
- Defined Notification Procedure

All activities are transparent to the Customer, which will have visibility to incident tickets, engineering notes and progress through Central Park, PPT's customer portal. Credentials for access to Central Park will be provided to the Customer during the onboarding process.

- (i) Automated ticket creation

Incident identification: The process begins with detecting when an element of the Customer's environment has exceeded pre-defined performance thresholds, resulting in an incident.

Incident logging: Once an incident is identified, it is automatically recorded in a centralized incident management system or ticketing tool, capturing essential information such as the date, time and alert description.

Incident closure: PPT will close the ticket after the Customer has been notified.

- (ii) Defined Notification procedure

PPT will advise the Customer to review the issue via an automated notification. Event notification contacts shall be defined by the Customer during the onboarding activities in Central Park.

Customer may modify these contacts during the duration of the service agreement through self-service functionality within Central Park.

ELIGIBILITY

ParkView Performance Insights is available only for customers who have purchased this service for equipment which is under contractual support with Park Place during the applicable term.

RESPONSIBILITIES

The following set forth certain Customer responsibilities and PPT responsibilities under this service:

- Customer shall ensure that appropriate infrastructure with required network access is provisioned and maintained to facilitate the service.
- Customer shall provide required device configuration details e.g. hostname or IP address, authentication credentials, and contact for notifications.
- Customer will identify and maintain a contact to whom PPT will direct service notifications.
- PPT will maintain PPT's infrastructure to support reliability and functionality of the service.

EXCLUSIONS

Without limitation, the following are not included in the Services under this agreement:

- Remediation of any issues related to the Covered Systems.
- Customization of pre-defined thresholds for performance metrics.
- Charges payable to third parties for any work associated with this Service but not performed by PPT.
- Except where explicitly stated above, monitoring, management, maintenance or installation of software to any layer of the software stack above the operating system, e.g. middleware or applications.
- Notification to any other maintenance or warranty provider.