

AltTab Pty Ltd

ABN 22 666 565 108

Schedule 2

Managed Services

Version 2.0 | Effective 1 July 2026

This Schedule applies to engagements where AltTab provides ongoing, SLA-backed operational services on a recurring monthly fee basis (Managed Services). It sets out the service delivery framework, SLA obligations, minimum term, and termination provisions that apply in addition to the General Terms and Conditions.

This Schedule forms part of the Agreement together with AltTab's General Terms and Conditions (Terms) and the applicable Statement of Work (SOW). Capitalised terms not defined in this Schedule have the meaning given in the Terms. In the event of any inconsistency between this Schedule and the Terms, the SOW prevails, then this Schedule, then the Terms.

1. Service Delivery

1.1 AltTab will provide the Managed Services described in the applicable SOW for the monthly fee specified, subject to the Terms and this Schedule.

1.2 Managed Services will commence following completion of an onboarding period (Onboarding). SLA obligations apply only to devices and systems formally onboarded and documented in the confirmed inventory. Devices excluded from Onboarding due to unavailability of credentials or access are not covered by SLA commitments until formally onboarded.

1.3 AltTab will issue a monthly report within five (5) Business Days of month-end, summarising service activity, SLA performance, and any open or completed requests, unless a different reporting cadence is specified in the SOW.

1.4 AltTab will conduct quarterly governance reviews with Your nominated representative to assess service performance, discuss emerging requirements, and review the Operations Manual.

2. Service Level Agreement

2.1 The SLA targets set out in the table below apply during Business Hours unless the SOW expressly provides for after-hours coverage. Response and resolution targets are measured from the time AltTab receives written notification of the incident via the agreed service channel.

Priority	Definition	Response Target	Update Frequency	Resolution Target
P1 – Critical	Complete loss of a core service or security breach with major business impact	30 minutes	Every 30 minutes	4 Business Hours
P2 – High	Significant degradation of a core service affecting multiple users	1 Business Hour	Every 2 hours	8 Business Hours

Priority	Definition	Response Target	Update Frequency	Resolution Target
P3 – Medium	Partial degradation of a service; workaround available	2 Business Hours	Daily	2 Business Days
P4 – Low	Minor issue or general enquiry with no material service impact	4 Business Hours	As required	Agreed with client

2.2 AltTab's obligation to meet SLA targets is suspended to the extent that non-performance is caused by: (a) Your failure to provide required access, approvals, or information; (b) third-party systems or infrastructure outside AltTab's control; (c) a force majeure event under clause 15 of the Terms; or (d) incidents arising from changes made to in-scope systems without AltTab's involvement or approval.

2.3 Any changes to the in-scope devices, sites, or service scope must be agreed as a Variation under clause 8 of the Terms. AltTab is not responsible for service outcomes arising from changes made to the environment without AltTab's knowledge or involvement.

3. Term and Renewal

3.1 Unless otherwise specified in the SOW, the minimum term for a Managed Services engagement is twenty-four (24) months from the Service Commencement Date (Initial Term).

3.2 Upon expiry of the Initial Term, the engagement will automatically renew for successive twelve (12) month periods (each a Renewal Term) unless either party provides not less than ninety (90) days' prior written notice of termination before the end of the then-current term.

3.3 If You terminate a Managed Services engagement before the end of the Initial Term or any Renewal Term other than for AltTab's material breach or insolvency, You must pay AltTab all fees that would have been payable for the remainder of the then-current term as a genuine pre-estimate of AltTab's loss. AltTab will use reasonable endeavours to mitigate that loss.

4. Fees

4.1 The Monthly Managed Services Fee is invoiced monthly in advance on the first Business Day of each month. The Onboarding Fee, where applicable, is invoiced upon execution of the SOW.

4.2 Annual fee reviews may be conducted at the commencement of each Renewal Term. AltTab will provide not less than sixty (60) days' written notice of any fee increase. If You do not accept the revised fee, You may terminate the engagement by providing ninety (90) days' written notice before the end of the then-current term.

5. Change Management

5.1 All changes to in-scope systems and configurations will be managed through AltTab's change management process, including classification, impact assessment, scheduling, and post-implementation review.

5.2 Standard changes (pre-approved, low-risk, routine) may be implemented by AltTab within agreed maintenance windows without requiring individual client approval. A record of all standard changes will be included in the monthly report.

5.3 Non-standard or significant changes require Your prior written approval. AltTab will provide a change proposal including scope, risk assessment, and proposed maintenance window for Your approval before proceeding.