

Schedule 5 – MinVu Proactive and Other Additional Paid Support Services

1. MinVu Proactive Support Services

1.1 Summary

This section describes the additional proactive Services RPM offers in relation to RPM's MinVu product over and above the standard support and maintenance services (Schedule 1 – Standard Support) and details the main procedural components that define the MinVu Proactive Support Services.

MinVu Proactive Support Services are provided to RPM's clients using MinVu or MinVu Insights and are in addition to the standard support and maintenance services (Schedule 1 – Standard Support) RPM provides.

Note: All RPM Maintenance Services are provided remotely unless otherwise specified.

1.2 Scope of Proactive Support Services provided by RPM

a. Proactive Daily Health Check

RPM will perform the following checks on the Customer's MinVu environment on a daily basis. RPM will endeavour to proactively identify any apparent issues and notify the Customer of issues identified, including in relation to:

- MinVu server check
 - Server Availability check (confirm server is up and available);
 - Storage Utilisation check (confirm storage usage is within set parameters);
 - Server Performance check (confirm server performance is acceptable);
 - Memory utilisation check (confirm sufficient memory (RAM) is available);
- Backup check (Confirm backups were performed successfully);
- Network, Server and Storage connection checks (confirm all connections are available);
- Report status check (confirm all scheduled reports were produced without an error code);
- Database health monitoring (Confirm database is available without errors apparent); and
- Data quality check (confirm data sources are active without errors).

b. Proactive Corrective Action taken if necessary

RPM may take proactive corrective action, without prior notification to or authorisation from the Customer if/when the Daily Health Check referred to in clause 1.2(a) above identifies an urgent issue that needs attention immediately upon identification. The following actions may be performed:

- Server reboot if a connection issue or memory leak is identified;
- Server/storage maintenance if a storage issue is identified;
- Database reboot/maintenance of database issue identified;
- Connection configuration if network connection error is identified; or
- Notification to the Customer with regards to possible data quality or report issues if detected.

RPM will use commercially reasonable efforts to ensure that the corrective action taken, as identified above, addresses the identified issue and returns the Customer's system back to operating status. However, the Customer acknowledges and agrees that RPM's actions are best endeavours only and that RPM will not be responsible for a failure to successfully or completely address the identified issue or out of any associated downtime if any proactive correction action is unsuccessful. The Customer acknowledges that in such circumstances, further corrective action may need to be taken in conjunction with the Customer following consultation with RPM.

2. Other Additional Services for MinVu provided by RPM.

A. Ad-Hoc Additional Services

The items below are excluded from RPM's Standard Support Services and MinVu Proactive Support. The Customer agrees that RPM may perform these services at the Customer's request in each instance on a time and materials basis as a paid Services engagement. Where RPM is requested to perform these tasks, RPM will keep a record of the time spent on each request and unless otherwise agreed with the Customer will bill the Customer on a quarterly basis for the work performed under this section. The Customer agrees and undertakes to pay for such work within 30 days of receiving an invoice and itemised worksheet. RPM will not undertake these additional services without the prior approval of the Customer.

The types of ad-hoc additional services include:

a. Configuration Management

- Perform changes & updates to data sources as requested;
- Update INI files as requested;
- Update load factors as requested;

- Add new and update existing equipment & fleets as requested; and
 - Add new and update existing activity codes as requested.
- b. Emailing**
- Add new and update existing tasks as requested;
 - Add new and update existing attachments as requested; and
 - Add new and update existing distribution lists as requested.
- c. Automated Jobs**
- Add new and update existing Data Collection and Reporting jobs as requested;
 - Rerun existing Data Collection and Reporting jobs as requested; and
 - Load and re-load History jobs as requested.
- d. Screen Application**
- Maintain Display configuration;
 - Add new Display content;
 - Modify existing Display content; and
 - Configure new Display screens.
- e. Reporting**
- Add new and update existing Reports in automation streams as requested.

B. Consulting Services

The items below are excluded from RPM's Standard Support Services and MinVu Proactive Support. A separate Consulting Services Agreement with a defined scope and fee will be required in order for RPM to perform these services when requested by the Customer.

The types of consulting services include:

- a. Major Configuration / Installation**
- i. Upgrade and Error Correction Installation**
 - The Customer requires RPM to install and configure an Upgrade; and/or
 - The Customer requires RPM to install and configure an Error Correction patch.
 - ii. Upgrade Site Configuration**
 - The Customer requires RPM to configure or amend the Configuration for an installed site.
- b. Reporting**
- i. New Report Development**
 - The Customer requires RPM to develop a new report from a provided design; and
 - The Customer requires RPM to copy and implement a report from another mine site.
 - ii. Report Updates**
 - The Customer requires RPM to amend the content of an existing report.
 - iii. Report Maintenance**
 - The Customer requires RPM to update reports in the following circumstances:
 - Material or Fleet or Equipment IDs has changed; or.
 - Other global site changes such as a logo or a name change.