

CITIZEN IDENTITY ORCHESTRATION SOLUTION TECHNICAL SUPPORT TERMS

Provider: Interfase

Version: 1.3

1. Purpose and Scope

These Technical Support Terms govern the standard technical support services provided by Interfase S.A. (“Interfase”) for the Citizen Identity Orchestration Solution (“CIO Solution”). Support services are available to customers that maintain an active support entitlement under the applicable contract, order, statement of work or other written agreement.

The support portal, email addresses, telephone numbers, authorized contacts and escalation channels applicable to each customer shall be those specifically established and communicated within the relevant project or contractual framework.

Where specific support conditions have been agreed for a customer or project, those conditions shall prevail over these general Technical Support Terms.

2. Support Channels

Support requests may be submitted through the channels enabled for the applicable project.

These channels may include an online Help Center or ticketing portal, a designated support email address and, where specifically provided, telephone or emergency contact channels.

The Help Center may be available twenty-four hours a day, seven days a week, for ticket submission and ticket-status review. The availability of the portal outside standard support hours does not imply continuous availability of support personnel.

Each support request submitted through an authorized channel will be registered in the applicable service management system and assigned a unique ticket identifier. The ticket will provide the central record of the reported matter, its classification, communications, diagnostic information, actions performed and resolution status.

3. Standard Support Hours

Unless otherwise agreed in writing, standard support services are provided from Monday to Friday, between 9:00 a.m. and 5:00 p.m., Uruguay time, excluding public holidays observed by Interfase in Uruguay.

Tickets may be submitted outside these hours. Their processing and the calculation of applicable response periods will begin during the next standard support period.

Extended-hours support, weekend coverage, holiday coverage or continuous availability shall apply only where expressly agreed for the relevant customer or project.

4. Information Required

The customer shall provide sufficient information to allow Interfase to understand, classify and investigate each support request.

The information provided should include, where relevant, the customer, contract or project reference, a clear description of the matter, the affected CIO Solution component, the software version and environment, the date and time of occurrence, the steps required to reproduce the issue, the expected and actual behaviour, the operational impact, relevant screenshots or error messages, available logs or diagnostic information, recent changes to the environment and the contact details of the responsible technical representative.

Interfase may request additional information, diagnostic evidence or access to the affected environment where reasonably required to investigate the matter.

Response and investigation activities may be delayed where the information provided is incomplete, where the issue cannot be reproduced or where the necessary personnel, systems or access mechanisms are unavailable.

5. Severity Classification

Severity 1 — Critical

Severity 1 applies to a critical issue that prevents the customer from carrying out an essential business or operational function, causes complete unavailability of a critical service or creates a serious security or trust-service impact for which no reasonable workaround is available.

Severity 2 — High

Severity 2 applies where a major function is unavailable or materially degraded, but the overall service remains operational, the affected scope is limited or a temporary workaround is available.

Severity 3 — Normal

Severity 3 applies where a non-critical function is impaired or where a technical, configuration or integration issue affects normal use without materially preventing operations. This category may also include limited functional defects and requests for technical guidance.

Severity 4 — Low

Severity 4 applies to matters with minimal operational impact, including general questions, documentation queries, usage guidance, cosmetic issues, requests for clarification and suggestions for future improvements.

Interfase may adjust the severity assigned by the customer where the reported operational impact does not correspond to the applicable definition. Any adjustment will be communicated through the support ticket.

6. Initial Response

An initial response means acknowledgement of the support request, confirmation or adjustment of its severity and commencement of the support process. It does not constitute final resolution of the matter.

Severity 1 and Severity 2 incidents will be prioritized according to their reported impact, the information available and the specific support arrangements established for the applicable customer or project. No fixed initial response time applies to Severity 1 or Severity 2 incidents unless expressly agreed in writing.

Unless otherwise agreed, the following initial response targets apply:

Severity	Initial response target
Severity 1 — Critical	Prioritized in accordance with the applicable project arrangements
Severity 2 — High	Prioritized in accordance with the applicable project arrangements
Severity 3 — Normal	Within two business days
Severity 4 — Low	Within one business week

Initial response targets apply only during standard support hours.

Resolution times are not guaranteed. The time required to resolve a matter will depend on its complexity, the availability and quality of diagnostic information, the customer's cooperation, access to the affected environment, the availability of an acceptable workaround and any dependency on third-party products or services.

7. Standard Support Services

Standard technical support includes the receipt, registration and classification of support requests, the analysis of reported issues, the review of logs and diagnostic information, assistance in reproducing issues, configuration guidance, identification of known issues, provision of available procedures or workarounds, corrective maintenance for supported CIO Solution components, assistance relating to supported CIO Solution interfaces, coordination

with Interfase product and development teams and, where applicable, escalation to relevant third-party support providers.

Support services will normally be provided remotely.

On-site assistance, development services, additional training, implementation of new functionality and other professional services are not included unless expressly agreed in writing.

8. Customer Responsibilities

The customer shall designate authorized and technically capable contacts, provide complete and accurate information, cooperate with diagnostic activities, provide secure access where reasonably required, maintain appropriate backups, maintain supported infrastructure and software dependencies, implement agreed corrective actions, protect support accounts and credentials, and notify Interfase of relevant changes to the operating environment.

Where remote access is required, such access shall be subject to prior customer authorization and shall be limited to the permissions reasonably necessary for the applicable support activity.

The customer should avoid including unnecessary personal, confidential or sensitive information in support tickets and diagnostic files. Where possible, logs and technical evidence should be sanitized before submission.

9. Supported Versions

Support applies to CIO Solution versions identified by Interfase as supported or to versions specifically covered by the applicable agreement.

Interfase may require the customer to install an available update, patch or supported configuration where the reported issue has already been corrected, cannot reasonably be investigated in the version in use or results from an unsupported configuration.

Standard support does not include major version upgrades, new modules, additional functionality or material changes to existing integrations unless expressly agreed.

10. Third-Party Components

Where the CIO Solution includes or integrates with third-party components, Interfase may perform an initial diagnosis to determine whether the issue relates to the CIO Solution or to the relevant third-party component.

Where the required third-party support entitlement is available and such coordination forms part of the applicable customer or project arrangements, Interfase may provide available technical information and coordinate escalation with the corresponding vendor.

Any investigation or resolution that depends on a third-party vendor will remain subject to that vendor's procedures, availability and response times.

11. Exclusions

Unless expressly included in the applicable agreement, standard support does not include the development of new functionality, customer-specific enhancements, new integrations, material modifications to existing integrations, support for unsupported or unauthorized software versions, correction of unauthorized modifications, administration of operating systems, databases, networks, virtualization platforms or cloud infrastructure, data migration or reconstruction, cybersecurity audits or certifications, performance or load testing, disaster recovery execution, permanent system administration, direct first-level support to citizens or end users, formal training or on-site intervention.

Services outside the standard support scope may be provided under a separate agreement, professional services order or approved change request.

12. Ticket Resolution and Closure

A ticket may be considered resolved when the reported issue has been corrected, an acceptable workaround has been provided, the issue is determined to be outside the support scope, the

issue cannot be reproduced after reasonable investigation or the customer confirms that the matter has been resolved.

Interfase may close a ticket where the customer does not provide requested information, access or confirmation within five business days following reasonable follow-up.

A closed ticket may be reopened or a new ticket may be submitted if the issue persists or relevant new information becomes available.

13. Support Term

The commencement date, duration, renewal conditions and applicable fees for the support services shall be those established in the relevant customer or project agreement.

Support services will remain available only while the applicable support entitlement remains active.

Operational contact information, including portal addresses, email addresses, telephone numbers and escalation contacts, may be established or updated within the applicable project framework without requiring amendment of these general Technical Support Terms.