

Maintenance & Support Service Renewal
01 October 2026 – 30 March 2027

Prepared for: Touch Lebanon

13 October 2026
Ref: TRP_2026_020

aircom
A TEOCO Company

Confidentiality, Copyright Notice, and Disclaimer

Due to a policy of continuous product development and refinement, TEOCO Corporation or a TEOCO affiliate company (“TEOCO”) reserves the right to alter the specifications, representation, descriptions and all other matters outlined in this publication without prior notice. No part of this document, taken as a whole or separately, shall be deemed to be part of any contract for a product or commitment of any kind. Furthermore, this document is provided “As Is” and without any warranty.

This document is the property of TEOCO, which owns the sole and full rights including copyright. TEOCO retains the sole property rights to all information contained in this document, and without the written consent of TEOCO given by contract or otherwise in writing, the document must not be copied, reprinted or reproduced in any manner or form, nor transmitted in any form or by any means: electronic, mechanical, magnetic or otherwise, either wholly or in part.

The information herein is designated highly confidential and is subject to all restrictions in any law regarding such matters and the relevant confidentiality and non-disclosure clauses or agreements issued with TEOCO prior to or after the disclosure. All the information in this document is to be safeguarded and all steps must be taken to prevent it from being disclosed to any person or entity other than the direct entity that received it directly from TEOCO.

TEOCO is a trademark of TEOCO. All other company, brand or product names are trademarks or service marks of their respective holders.

Aircom International Pte Ltd is a member of the TEOCO Corporation group (herein referred to as “Aircom”). All references to Aircom shall apply also for TEOCO.

This is a legal notice and may not be removed or altered in any way.

COPYRIGHT © 2026 TEOCO Corporation or a TEOCO affiliate company.

All rights reserved.

Table of Contents

1.1 Introduction 4
1.2 Aircom 4
1.3 Aircom Support and Maintenance Services 4
1.4 Services Offered 5
1.4.1 Help Desk 5
1.5 Recommended Additional Services and Software 5
2 Pricing 7
2.1 Support & Maintenance Renewal – Silver Level 7
2.2 Terms and Conditions 7
2.3 Banking Details - Aircom Singapore – USD: 7
3 General Aircom Support Contact Information 8
3.1 Logging an 'Incident' 8
3.2 Logging an 'Enhancement Request' 8
3.3 Logging an 'Information Only' Request 8
3.4 Escalation Procedure 8
4 Aircom Service Level Agreement 9

1.1 Introduction

This document details the proposal renewal of Aircom Support and Maintenance Service ("Proposal"). Aircom International Pte Ltd is a member of the TEOCO Corporation group (herein referred to as "Aircom"). All references to Aircom shall apply also for TEOCO.

1.2 Aircom

Aircom stands at the forefront of bringing innovative solutions to the telecom industry. Drawing on 25 years of telecom experience, aircom takes pride in unparalleled Intellectual property and telco algorithms to enhance network QoS.

Aircom is a wholly owned TEOCO subsidiary, built from the acquisition of two leading mobile network solution providers, Aircom International and Schema. The unified Aircom brand offers cutting-edge RAN-focused solutions tailored to manage the entire network lifecycle. Our diverse set of solutions enable our customers to design, build, optimize and monetize cellular networks.

- **Cutting-edge products and services.** Market-leading solutions for addressing today's complex RAN environments.

- **Trusted by the world's leading service providers**. With 125+ customers and offices in 10 countries, we have the knowledge and experience you're looking for.

- **Innovation is in our DNA.** We have the latest AI/ML-powered algorithms, automation, and services to help revolutionize your network. We leverage AI and ML technologies to enable anomaly detection, predictive analytics, optimal configurations across network planning.

- **Technology and vendor-agnostic**. Our teams have experience working with all mobile technologies and network vendors. Our zero-touch automation enables fully automated, self-orchestrating networks that minimize manual processes and maximize operational efficiency. We transform data into actionable insights for strategic decision-making and operational excellence. Our BI layers are custom-tailored for telco.

1.3 Aircom Support and Maintenance Services

Each Aircom customer is unique. No one deployment of the products that form our ENTERPRISE™ suite is the same, and as such, every business' service requirements differ. Aircom assists businesses by offering reliable support from our experienced team of in-house experts, ensuring you can get up and running out of the box, and ensure that our products are ready to evolve alongside your growing business. To reflect the needs of our customers, we listened to what you had to say. You told us that you needed the kind of support that works for you. For some customers, this means round-the-clock support, for others, it's the peace-of-mind of knowing there is local support available. Aircom's specialist support team have many years' experience in helping your business to maximise the value of technology investments, letting you focus on what you do best – running your business. By unlocking the full capabilities of our products, we enable you to maximise return on investment, ensure business agility is maximized and manage your costs more effectively, throughout the product lifecycle.

1.4 Services Offered

1.4.1 Help Desk

As part of the Support and Maintenance service offering, Aircom offers:

- Fault analysis;
- Implementation of diagnostic procedures;
- Fault replication;
- Specification amendments;
- Provide patches, bug fixing;
- Code changes to rectify deviations

Incidents are addressed per Incident category (High, Medium, Low priority)

Remote incident remedying or remote installation of Patches, Improved Versions or Maintenance Releases are included in the proposed Maintenance Services.

Help desk calls are accepted by either email or telephone and will be answered by one of Aircom's highly qualified Support Analysts.

Each new Helpdesk call will be logged to Aircom's Helpdesk call-handling system and a call reference number automatically generated and emailed to the caller for tracking purposes.

Where a Helpdesk query results in identification of a software defect the defect shall be logged and then handled by the software maintenance service.

Aircom's Support and Maintenance Service offers their customers New Software Releases including improvements and new functionality on an if-and-when-available basis. Documentation and new release notes are provided on a regular basis, in line with the Software releases. New Releases may come in the form of a new major release, minor release or in the form of a feature pack adding functionality to an existing major or minor release.

For more detailed information about Aircom s Support and Maintenance Service, please see Annex 1.

1.5 Recommended Additional Services and Software

Based on feedback from the users of the Aircom ENTERPRISE tools within your organisation, we have identified the need for the following additional services, in order to ensure that your users are getting the most from the tools to the benefit of your organisation:

Service Type	Required (X)	Justification
I. User Training		
II. Administrator Training		
III. Onsite Support		
IV. Enterprise Software Upgrade to Latest Version		

Service Type	Required (X)	Justification
V. Migration onto new hardware platform		

Please contact sales-apac@teoco.com for more information and/or commercial proposal.

Alternatively, go to: https://teocoaircom.com/ for general information.

2 Pricing

2.1 Support & Maintenance Renewal – Silver Level

Line	Description	Qty	Total in USD
	Annual Support & Maintenance for the period: **Starting: October 1, 2026** **Ending: March 31, 2027**		
1	Asset GSM / ILSA	2	$ 8,062.50
2	Asset UMTS	1	
3	Asset LTE	1	
4	Asset Design (GSM, UMTS, LTE)	1	$ 4,032
5	Models - MYRIAD	1	$ 7,525
	Total :		**$ 19,619.00**
	One time Special Discount :		**$ 3,762.00**
	Total - ASSET S&M Price for 6 months:		**$ 15,857.00**

2.2 Terms and Conditions

- This is a One-time Special discount valid only for this term. This discount will be applicable if we receive the PO on or before
- This proposal and its outcomes are subject to the terms of the SLA below. Any other pre-printed terms and conditions including standard terms in a PO shall not apply.
- This Proposal is valid until 15 December 2026.

2.3 Banking Details - Aircom Singapore – USD:

Account Name: Aircom International Pte Ltd

Bank Name: Bank of America N. A., Singapore

Bank Address: 50 Collyer Quay #14-01 OUE Bayfront
Singapore 049321

Swift Code: BOFASG2XXXX

Account Number: 59780027

Currency: US Dollar

3 General Aircom Support Contact Information

3.1 Logging an 'Incident'

In order for Support to help resolve your call as quickly as possible, please provide as much information as possible.

You should always include the following information:

- Enterprise/Asset Version and Patch Number
- Product/module the issue relates to
- The impact on users i.e. does it affect a single user or all users?
- Step by step details of how to recreate the issue, including screenshots where possible.
- Any files related to the problem e.g. input file, xml etc.

Aircom support will then try and reproduce the problem. This may result in a request for additional files or information to help replicate or understand the problem.

3.2 Logging an 'Enhancement Request'

If you would like to log an enhancement request, please include full details of what you would like to see implemented (include screenshots if applicable).

Please note that enhancement requests are a wish list, and are not guaranteed to be implemented. All enhancement requests will then get logged with the Aircom Product Development Team (Transferred to R&D) for consideration and may have commercial implications.

3.3 Logging an 'Information Only' Request

'Information Only' requests should be logged as a low priority and any urgent requests marked as 'URGENT' in the subject title of the call. We will prioritise any urgent requests to ensure they are resolved as quickly as possible.

3.4 Escalation Procedure

Your satisfaction is very important to us. If you need to escalate an Incident, please follow the path shown below.

Escalation Level	Contact Person	Contact Details	Organization Level
1	**Adeel Javed**	**Adeel.Javed@teoco.com** **+92-51-2604996 (Office)** **+92-300-0557438 (Mobile)**	**Sales Manager**
2	**Rajarshi Chatterjee**	**Rajarshi.Chatterjee@teoco.com** **+91-33-4025-1459 (Office)** **+91 83349 90123 (Mobile)**	**RAN Global Product Services Manager**

4 Aircom Service Level Agreement

This Support and Maintenance Agreement ("**Support Agreement**") is made and entered into effect on the 1st day of October, 2026 (the "**Effective Date**") by and between Touch Lebanon, having an office at Beirut Central Building, Plot No. 1526, Bashoura, Block B and C, Fouad Chehab Avenue, PO Box 195W1, Beirut, Lebanon ("**Customer**") and Aircom International Pte Ltd, a Aircom company, having an office at 133 Cecil Street, #10-02 Keck Seng Tower, Singapore 069535 ("**Aircom**") (each referred to as a "**Party**" and collectively as "**Parties**").

1. PREAMBLE

WHEREAS, pursuant to past transactions, the Customer purchased from Aircom ASSET, MYRIAD and ASSET DESIGN solutions all under certain terms and conditions as set forth in the documentation related to such purchase (hereinafter referred to as the "**PA**" or "**Purchase Agreement**");

WHEREAS, Customer seeks to purchase Support Services (as defined below) from Aircom under the terms and conditions set forth herein, and which are incorporated into each specific Order; and

WHEREAS, Aircom is willing to perform the Support Services in accordance with the terms hereof.

NOW THEREFORE, both Parties agree as follows:

2. DEFINITIONS

Unless otherwise defined herein, capitalized terms that are defined in the PA which are used herein shall bear the definitions as therein defined. For the purposes of this Support Agreement, the following words and phrases shall have the following meanings:

a) **Business Days** mean working days at Customer Site, excluding State, Federal or any bank holidays at Customer Site.

b) **Business Hours** mean the hours of 8 AM to 5 PM local to Customer Site on Business Days.

c) **Defect** means one or more of the following problems with a Supported Product:

1. Part or all of the Supported Products fail to perform according to the Documentation or Specifications (if applicable);
2. Part or all of the Supported Products fail to a point which renders the Supported Products unusable; or
3. Part or all of the Supported Products negatively impact other modules of the Software and/or Licensed Materials because of behavior of the Supported Product that is not in accordance with their Documentation or Specifications, preventing the other modules from performing as designed or causing them frequent failures.

Defects are classified to three possible Severity Levels as defined in the Severity Level Definition Matrix in section 10- Severity Levels to SLA attached hereto as ANNEX A.

d) **Documentation** means Aircom's public product descriptions, Aircom's public release notes, Aircom's user guides and functional specifications, all as provided by Aircom.

e) **Force Majeure** means an occurrence beyond the Parties' reasonable control or beyond the reasonable control of any subcontractor, including but not limited to fire,

storm earthquake, tempest, inclement weather, war, hostilities, embargoes, governmental act, discriminatory tax, change in law, rebellion, insurrection, military or usurped power, civil war, labor lock-outs, strikes and other industrial disputes or riots, medical emergencies as well as epidemics, pandemics, accidents, and acts of God.

f) **Software Release** shall include: (i) Major release - includes bug fix and new functionality; Major version may include significant changes to the underlying software or data structure used by the Supported Product; (ii) Minor release - includes bug fix and minor changes to the Supported Product.; (iii) Service packs - includes bug fix to the Supported Product.

g) **Order** means a written purchase order issued by Customer to Aircom, specifying at least the following details: the Supported Products, level of support, location of the Supported Products, Term, applicable fees and payment terms**.**

h) **Product** is a Aircom software product that is defined by its Product Datasheet and "release notes" which is attached to the Product. Product Datasheet and release notes are Aircom public documents.

i) **Service level Agreement** ("**SLA**") defines the response times for support calls and any other related terms as described in ANNEX A.

j) **Service Request** means any request received from the Customer, such as request for documentation, questions about product functionality, request to fix a Defect, etc.

k) **Site** means a location where at least one or more instances of Aircom's products or other Supported Products are deployed on one or more computer servers.

l) **Service Plan** means the support level purchased by the Customer, as detailed in the SLA attached hereto as ANNEX A.

m) **Support Service(s)** means the services for support and maintenance provided by Aircom to Customer pursuant to this Support Agreement and specific Customer Orders.

n) **Supported Product(s)** means any Product (including special development of a Product), detailed in one or more Orders, for which Support Service is provided by Aircom under this Support Agreement.

o) **Support System** means the respective CRM system, as applicable, for the communication between the Customer and Aircom with respect to the Support Services. Access instructions to the Support System are provided in the attached ANNEX B.

p) **Term** means Initial Term or Additional Term as defined in section 4 - Term.

q) **Work-around** means a temporary resolution to a Defect that restores impaired service. Work-around may be considered a Resolution of a Defect if it prevents reoccurring of the Defect. The final Resolution for the Defect will be provided in the next Software Release.

3. SCOPE

Provided the Customer fully comply with all its financial and commercial undertakings, Aircom shall provide certain support and maintenance services for its Products, all under the terms and conditions as set forth in ANNEX A – SLA attached hereunder. Further, Customer is entitled to receive Software Releases (as further described in ANNEX A), provided that Customer shall pay the additional fees for the installation of such Software Releases and the associated professional services.

4. TERM

4.1. Initial Term

This Support Agreement shall become effective as of the Effective Date, and shall remain in effect for 06 months ("**Initial Term**") or for the duration specified in the Order.

4.2. Additional Terms

The Initial Term might be extended by the Parties upon mutual agreement on the terms and the relevant prices of the maintenance services, all under the terms and conditions of this Support Agreement, and provided that Customer provides Aircom with a valid Order for the additional term prior to the anniversary of the Term.

Aircom reserves the right to reject a Service Request for Supported Products, which has not been subject to a continuous Support Agreement.

5. ORDER OF PRECEDENCE OF DOCUMENTS

To the extent that the terms of this Support Agreement conflict with other agreements between Customer and Aircom or an Order, then the order of precedence shall be as follows (with item (a) receiving the highest level of priority):

(a) This Support Agreement

(b) Order(s)

(c) Purchase Agreement or any other agreement between the Parties

To avoid any doubts, Customer agrees that in any case its standard terms and conditions stated on its Purchasing Orders shall not apply even if such standard terms are printed on an Order and are not excluded on the Order.

6. PRICE AND PAYMENT TERMS

6.1. Prices

In consideration for Silver Support and Maintenance services as defined in Annex A, Customer will pay Aircom according to the terms of payment hereunder the amount set forth above in the proposal. Any professional services performed by Aircom with respect to Software Releases and/or reactivation of Support and Maintenance Service will be subject to additional fees and will be charged separately.

Unless otherwise agreed between Customer and Aircom, the prices for maintenance and support depend on the following:

6.1.1. On-site support and Remote Support are priced at Aircom standard prices for such services.

6.1.2. Extraordinary payments are those that Aircom charges for support calls that the problems of the call is determined to be not caused by a Supported Product or that the problem should have been reasonably handled by qualified Customer personnel. Extraordinary prices are based on Aircom list price for professional services with 200% rate applicable to services outside Business Hours. Travel and Living Expenses (T&L) are also applicable, as incurred.

6.1.3. The prices do not include travel and living expenses if the support services are provided in a location other than the location defined in the Order(s).

6.1.4. The prices above are incl. WHT to Aircom and exclude all indirect taxes and

local taxes, if any.

6.1.5. Prices are quoted in US Dollars.

6.2. Payment Terms

6.2.1. Payment shall be made within 30 days from date of invoice.

6.2.2. Invoicing Milestones: The price for support plans shall be paid 100% on PO.

6.2.3. On Site and Remote services are paid annually, at the beginning of the period of which the services are to be provided.

6.2.4. TEOCO proposal doesn't incl. any provisioning of 3rd party components – HW, Oracle, Digital map etc.

6.2.5. Extraordinary payment shall be invoiced immediately and be paid no later than 30 days from date of invoice.

6.2.6. AIRCOM reserves the right, in its sole discretion, to revise or modify the price list, at the end of the term of each Purchase Order.

6.3. In the event the Customer fails to comply with the payment milestones set forth in Section 6.2.1 and is more than 30 days late in payment, Aircom will be entitled to suspend any Services until full payment of the outstanding payment (without prejudice to its right to claim interest for late payment or any other right it may have). In addition, a late payment charge of one and one-half percent (1½%) per month (annual rate of 18%), or the maximum rate allowed by law, whichever is less, will be added to all amounts due under this Agreement if not paid within thirty (30) days of the due date. In such event, the late payment charge shall accrue from due date. If it should become necessary to turn this account over for collection, Customer is responsible for all of Aircom's collection costs, including reasonable attorney's fees.

6.4. If Customer has not ordered or has not paid for maintenance support coverage during a period of time, and at all-time wishes to reinstate such coverage, Customer shall pay Aircom in full for the lapsed time in which the maintenance fees were not paid for, in accordance with the terms of this Support Agreement at the then current fee, and in addition fees for professional services performed for indicating and fixing all Defects occurred during the term in which the Customer didn't pay for the maintenance services.

7. CUSTOMER RESPONSIBILITIES

7.1. Customer shall perform the following activities in order to enable Aircom to fulfill its obligation under this Agreement. It is hereby clarified that Aircom's obligations under this Support Agreement are contingent upon Customer compliance with its responsibilities as set forth herein:

7.1.1. Customer shall retain, at all times, an appropriate and up-to-date backup of the Supported Products and related data. Such backup will be kept in a state that allows it to be restored within a reasonable time.

7.1.2. Customer shall maintain a suitable installation environment of the Supported products, including, but not limited to, proper electrical power (including uninterrupted power supply system), air conditioning and humidity control

7.1.3. When requesting support, Customer shall provide Aircom with all relevant information (i.e. exact scenario that led to the problem, logs, print outs, screen shots etc.).

7.1.4. Customer shall perform, in full and in a timely manner, all maintenance

activities required in relation to the Support Products.

7.1.5. Customer shall install patches and Work-around designated by Aircom as mandatory and or urgent, as soon as reasonably possible;

7.1.6. Customer shall submit in the Support System a Service Request, only by a Skilled Personnel of Customer. All calls have to be assessed by a skilled personnel prior to addressing a call to Aircom.

7.1.7. Customer shall keep Aircom informed as to all changes that may directly or indirectly affect, the performance of the Supported Products, including, without limitation, changes in the network elements, network and system configuration, etc. Customer shall provide Aircom with technical documents relating to such changes promptly following the planning of or occurrence of any such change.

7.1.8. Customer shall provide Aircom with a redundant remote access to enable the Remote Support services and for purpose of problem determination and resolution.

7.1.9. At Aircom's reasonable request, Customer shall be required to remove equipment, parts, accessories or attachments that are not supported under this Support Agreement and that negatively affect the performance of the Supported Products, or the ability of Aircom to support the Supported Products;

7.1.10. Customer shall cooperate with Aircom as Aircom may reasonably request in order to enable Aircom to fulfill its obligations under this Support Agreement. Customer and Aircom shall be obliged to take all reasonable measures to mitigate damage or a loss occurring.

7.2. **Other Customer obligations**. Customer shall not install any software on the hardware supplied by Aircom or the hardware that has been dedicated by Customer for the operation of the Licensed Software without Aircom's prior written approval. Further, Customer is obligated to purchase Support and Maintenance Services for all Products purchased under the PA (i.e., if 10 licenses were purchased, Customer must order Services for all 10 licenses). Failing to do so, may void the obligation of Aircom to provide the Support and Maintenance Services.

8. CONFIDENTIALITY

The information provided by AIRCOM under this proposal is designated confidential. Customer shall not use or disclose AIRCOM's confidential information to any other person or entity and for any purpose whatsoever other than for internal purposes.

9. INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights in AIRCOM's products whether registered or unregistered, evidenced by or embodied in and/or attached/connected/ related to AIRCOM’s products, services or documentation, or part thereof, and any improvements thereof, are and shall be owned solely and exclusively by AIRCOM.

10. LIMITATION OF LIABILITY

AIRCOM’s liability shall be limited to direct damages only and in no way exceed the amount of the applicable purchase order which is subject to the claim.

11. PERSONNEL

11.1. Aircom and the Customer are independent contractors. All personnel provided by

Aircom hereunder to provide the Support Services, irrespective of whether these are employees of Aircom or its subcontractors, will not be deemed to be employees of the Customer. Notwithstanding anything to the contrary in this Support Agreement Aircom shall have exclusive control over its personnel, employee relationships and its policies related to wages, hours, working conditions and other employment conditions. Aircom has the exclusive right to employ, transfer, suspend, lay off, recall, promote and discipline its personnel.

11.2. Each Party (the "first party") covenants and agrees that, without the prior written consent of the other Party (the "second party"), the first party shall not, during the term of this Support Agreement or any extension thereof or for one (1) year after the termination or expiration of this Support Agreement, hire, make any employment offers or otherwise seek to employ in any way the personnel (whether employees or contractors) of the second party engaged in the provision of the work hereunder or introduced to the first party as a consequence of the work hereunder. Provided that the foregoing shall not apply to restrict recruitment of such persons following general advertisements by the first party which are not specifically directed at the employees or contractors concerned nor to recruitment of employees or contractors making an approach to the first party either.

12. TERMINATION

Both Parties agree to provide as much advance notice as possible to the other Party, if either Party becomes aware of any situation where the other Party is not meeting its obligations hereunder, and as a consequence thereof, is jeopardized in its performance of any its obligations.

12.1. **Termination at end of Term.** Customer may notify Aircom in writing at least two months (sixty (60) calendar days) prior to an anniversary of this Support Agreement and or the anniversary of any Order for support that it does not intend to renew this Support agreement and or any Support Order. In case the Customer notified Aircom that it wishes to terminate this Support Agreement, the Support Agreement will expire with the expiration of the last Order issued under this Support Agreement.

12.2. **Termination of Support Order.** Support Order that does not have a termination date may be terminated by Customer upon notifying Aircom three months (ninety (90) calendar days) prior to the date of termination.

12.3. Termination for Cause. Notwithstanding the above, an Order may be terminated by a Party if the other Party is in default of a material obligation of this Support Agreement, provided written notice of such alleged default has been given to the other party and such other party has not cured such default within thirty (30) calendar days after receipt of such notice.

12.4. **Consequences of Termination.** In any event of termination of a Support Order, Customer shall pay Aircom for all the services performed by Aircom until the date of termination.

13. FORCE MAJEURE

13.1. If either Party is affected by Force Majeure it shall promptly notify the other Party of the nature and extent of the circumstances in question and shall take steps to mitigate the effects of the Force Majeure.

13.2. Notwithstanding any other provision of this Support Agreement, neither Party shall be deemed to be in breach of contract or otherwise be liable to the other Party for any delay in performance or the non-performance of any of its obligations hereunder to the extent that the delay or non-performance is caused by the Force

Majeure of which it has notified the other Party, and the time for performance of that obligation shall be extended accordingly.

13.3. If the Force Majeure in question prevails for a continuous period in excess of one month the parties shall enter into a bona fide discussion with a view to alleviating its effects or to agreeing upon such alternative arrangements as may be fair and reasonable. If the Force Majeure event continues for three months or more, then either Party shall be entitled to serve written notice to terminate this Support Agreement in which case then Aircom shall be paid for all work performed up to and including the time of termination.

13.4. Nothing in this Section 8 shall excuse the Customer from any payment obligations under this Support Agreement.

14. NOTICES

14.1. Any notice, demand or consent which under the terms of this Support Agreement or under any statute must or may be given or made by Aircom or Customer, shall be in writing and shall be given or made by confirmed facsimile or by certified or registered or overnight mail addressed to the respective Parties as detailed above in the Preamble.

14.2. Such notice, demand or consent sent by (a) facsimile shall be deemed to have been received on the Business Day it is sent (or the next Business Day, if sent after hours), (b) if sent by registered or certified mail, on the seventh (7th) Business Day after its date of posting, unless it is sent by facsimile prior to such seventh (7th) Business Day or (c) if sent by overnight courier, when delivered to the recipient as reflected in the records of such courier. The above addresses may be changed at any time by giving prior written notice as above provided.

14.3. If either Party changes its address during the term hereof, it shall so advise the other Party in writing, and any notice or advice thereafter required to be given shall be sent to such new address.

15. SCREENSHOTS

The delivered products may vary in appearance from the screenshots illustrated in this proposal according to AIRCOM's decisions.

16. USE OF SOFTWARE

The use of AIRCOM's software products shall be subject to full payment and shall be made in accordance with the restrictions in this proposal and subject to AIRCOM’s standard license agreement. At the end of the term Customer shall cease using the software licenses and such licenses shall be null and void.

17. THIRD PARTY SOFTWARE

The use of the third party software included and/or embedded in the proposed solution shall be made only (i) in conjunction with AIRCOM's products; and (ii) under the applicable standard license terms; and (iii) only as during the period of the solution. All third party licenses provided shall be granted on a Right to Use basis. In the event that the Support and Maintenance payments are not made, AIRCOM shall have the absolute right, at its

sole discretion, to withhold or refuse any renewal of third party licenses.

18. SLA

This proposal is subject to the terms as set forth in AIRCOM's standard SLA.

19. NO OTHER TERMS

Unless otherwise is indicated, any other pre-printed terms and conditions including standard terms in a PO shall not apply.

20. GOVERNING LAW

This proposal shall be governed by the laws of England and Wales without giving rise to its conflict of law rules. The competent courts of London, England, shall have exclusive jurisdiction over this proposal and any of its outcome.

21. ENTIRE AGREEMENT

This Support Agreement constitutes the entire agreement between the Parties as it relates to the subject matter herein and supersedes all prior written or oral agreements and understandings regarding the subject matter.

IN WITNESS WHEREOF, the Parties have executed this Support Agreement on the respective dates entered into below.

Touch Lebanon		**Aircom International Pte Ltd**	
By:		**By:**	
Title:		**Title:**	
Date:		**Date:**	

Touch Lebanon		**Aircom International Pte Ltd**	
By:		**By:**	
Title:		**Title:**	
Date:		**Date:**	

ANNEX A
SERVICE LEVEL AGREEMENT ("SLA")

1. *DEFINITION*

Unless otherwise defined herein, capitalized terms that are defined in the Support Agreement which are used herein shall bear the definitions as therein defined. For the purposes of this SLA, the following words and phrases shall have the following meanings:

a) **24x7** means all times of all days of the week, regardless of time zones, holidays or working hours.

b) **Acknowledgment** means a response to a Customer call providing a specific case number used for follow-up and tracking. This may be done by email, phone or feedback from a Support System.

c) **Gold Level Services** means the support service plan defining response times and the coverage for these services as described in section 7 Maintenance and emergency support plans. This level of service does not apply to all Products, and shall be negotiated between the Parties per each acquired Product.

d) **Resolution** shall mean fixing a Defect, removing the cause of a Defect or providing a Work-around that at least decreases the severity level of the Defect and prevents reoccurring of the Defect.

e) **Service Level** shall have the definition as set forth in Section 11 hereunder.

f) **Silver Level Services** means the support service plan defining response times and the coverage for these services as described in section 8 – Maintenance and emergency support. This level of service is the service level the Customer is entitled to receive during the Warranty Period.

g) **Aircom's Support Center** means Aircom's location from where it renders off-Site and remote support to Customer pursuant to this Support Agreement.

h) **Third (3rd) Party Software** means any licensed software required for the operation of the Supported Product that is sublicensed by Aircom to Customer on behalf of the 3rd Party producer of the licensed software.

2. *SUPPORTED PRODUCTS*

2.1. Aircom Licensed Products

2.1.1. Aircom provides periodic maintenance Software Releases for its Products, on a 'when and if available' basis. The maintenance Software Releases contain bug fixes and may include minor enhancements to the Products. The scope and limitations of a maintenance release is described in release notes. Customer is entitled to receive new Software Releases, provided that Customer shall pay the additional fees for the installation of such Software Release and the associated professional services.

2.1.2. For avoidance of any doubt, unless otherwise agreed by the Parties, this Support Agreement shall apply only with respect to software and licensed software provided by Aircom under a Purchase Agreement or Orders and provided that the support fees have been paid for the relevant support and maintenance period.

2.1.3. Support will be provided to the current version available for Aircom's customers and two versions back or for three years from the release of the current version (whichever is later), unless otherwise agreed between the Parties. The following table describes Aircom's policy with respect to providing Support Services for historical

versions of its Supported Products**:

Version	Level of Maintenance Services
N	Full Support Services in accordance with this Agreement. Minor corrections may be fixed within a Service Pack.
N-1	Full Support Services in accordance with this Agreement. Minor corrections may be fixed within a Service Pack.
N-2	Full Support Services in accordance with this Agreement. To the extent the Support Services for Software Release forming part of N-2 will require changes to the software code, additional fees shall apply. Workaround for defects may be provided as Resolution.

* Where "N" is the latest available commercial Product.
** For Aircom Optimization products all corrections will be provided on the latest available commercial product (version N only).

3. ***THIRD PARTY SOFTWARE***

3.1. Support for Third Party Software shall be provided by Aircom, provided however that Defects that cannot be solved by Aircom shall be supported by the relevant third party vendor according to such vendor standard support terms.

3.2. Provided that Aircom resolve to use new releases of Third Party Software in its Products, Aircom under its sole discretion may but not obligated to, provide such new release of Third Party Software as part of Aircom's Supported Products together with or separately from any type of releases by Aircom (Software Release) under the (i) terms and conditions of this Support Agreement; (ii) specific Third Party license provisions; and (iii) terms of the agreement between Aircom and Customer.

3.3. Any new release of Third Party software might have additional costs which will be borne by Customer.

4. ***HARDWARE SUPPORT***

If hardware was purchased from Aircom under the Purchase Agreement, Aircom shall assign to Customer any and all warranties relating to such hardware upon full payment for the hardware. Customer may purchase additional support to such hardware, and such support will be provided under the warranty, support and maintenance terms of the hardware manufacturer, incorporated into this SLA. For this SLA, Hardware includes the hardware, its operating system and any software used to manage the hardware.

5. ***SUPPORT SERVICES***

This chapter gives general description of services covered by this SLA. All of these services are available to Customer provided that it issues an Order for these services and subject to all other terms of this SLA and the applicable Support agreement.

5.1. **Maintenance Service.**

5.1.1. Maintenance Service is the service under which Aircom provides Software Releases (on a 'when and if available' basis) for its Products via periodic maintenance releases for its licensed products.

5.1.2. Maintenance Service is included in both Silver and Gold service plans. The professional work fees associated with the Software Releases provided under the

maintenance services are not covered under this SLA.

5.2. **Support Services**

5.2.1. **Support Services**

The support services shall be provided via Aircom Support Center, which shall be the single point of contact for all support issues. The main interface for support requests and follow-up will be the Support System. In addition the Support Center may be contacted by email or phone as provided in the attached ANNEX B. The Aircom Support Center shall be responsible for contacting and transferring the assistance request to the appropriate Aircom support organization who will take responsibility for providing the required service to the Customer.

5.2.2. **Emergency Support Services**

Aircom support center may provide emergency support in response to support call related to Defects in the Aircom Supported Products and failures of systems that use Supported Products. Such services will be available subject to a redundant remote Connection available by the Customer.

5.2.2.1. The Emergency Support Service – Critical Case Handling

5.2.2.1.1. Aircom-designated support center receives a support call from authorized Customer representative and provides initial response to such call.

5.2.2.1.2. An initial response is acknowledging of the call, complementing information regarding the call, classifying the problem as described in section Severity Levels, establishing entitlement of Customer for support and issuing a Case Number.

5.2.2.1.3. Coordinates work to resolve the problem or to decrease its severity as described in Section 7, Maintenance and emergency support plans.

5.2.2.2. Limitations on Emergency Support Service

5.2.2.2.1. Response time and resolution time depends on the service level (Silver or Gold) purchased by Customer per the system, subsystem or product that is the subject of the support call.

5.2.2.2.2. Aircom will charge Customer professional services fee for the time invested in investigating problems that were caused by Customer (or customer's other contractors) including with respect to modified software or problems in the system not provided by Aircom (unless included in the Supported Products).

5.2.2.2.3. Other certain limitations are applicable with respect to specific Supported Products in regards to type of fixes that can be provided.

6. *ADDITIONAL SUPPORT SERVICES (OPTIONAL FOR ADDITIONAL FEES)*

6.1. **Remote Diagnostics**

The Customer may choose to purchase Remote Diagnostics Services for additional fees, as will be agreed by the Parties. There are two types of Remote Services as described below.

6.1.1. **Periodic Remote Diagnostics**. Aircom Support Center performs, using remote connection authorized by Customer, periodic diagnostics of the health of the Customer system (servers only) and issues recommendations for maintenance activities.

Depending on the availability of the connection, the frequency of these diagnostics shall be performed every other day during Business Hours. Reports are sent to designated Customer email addresses.

6.1.2. **Continuous Remote Diagnostics**. Aircom Support Center continuously monitors Customer system using Aircom Monitor product. This support service depends on continuous availability of remote access from the designated Aircom support center to the Customer's installation. The Support Center shall react to certain events diagnosed by Aircom Monitor by sending back commands to the Customer's servers to fix problems and to prevent problems identified by Aircom Monitor. Specific Service Agreement between Customer and Aircom regarding this service is a precondition to applicability of this service in addition to a Customer Order.

6.2. **On-Site Support**

6.2.1. The Customer may choose to purchase On-Site Support for additional fees, as will be agreed by the Parties. On-site support is provided by a skilled Aircom Subject Matter Expert (SME), an "On-Site Engineer" who serves on Customer's designated premises for a period specified in the relevant Order.

6.2.2. For avoidance of any doubt, IT-type services like database tuning, related to managing the underling 3rd party systems (Hardware and software like Unix, Sybase, Business Objects, etc.) are not provided by Aircom and Customer is responsible to provide such services as required.

7. ***MAINTENANCE AND EMERGENCY SUPPORT PLANS***

Service plan defines the response time and the time of the day or the week covered by this SLA. Different Supported Products may have different Service Plans. The specific applicable Service Plan depends on the Order issued by Customer.

7.1. **The Service Plan**

The following table defines the Service Plans applicable for Maintenance and Emergency Support Services for the Supported Products (Hardware maintenance prices are per quote):

Support & Maintenance Plan	**Price Per Year**	**Service Availability**	**Software Releases***
Silver	as will be agreed between the Parties	Business Hours	included

*Licenses only; professional services related to such Software Releases are not included.

8. ***CLASSIFICATION OF DEFECTS AND PROBLEMS FOR CUSTOMER-REQUESTED EMERGENCY SUPPORT:***

Severity Level	**Classification**
Critical Defect (Severity 1)	A Defect which seriously affecting the functionality of the Supported Product causing for example (a) the Supported Product to be completely inoperable; or (b) a complete performance failure of the Supported Product; (c) the Supported Product crashes repeatedly within an hour; or (d) the Supported Product crashes repeatedly in a day and it takes more than fifteen minutes to restore; or (e) all users cannot monitor all of the network elements; or (f) access to the Supported Product is denied to all workstations or all users, AND there is no alternative available processing, fix or work around.
Major Defect (Severity 2)	A Defect which is not a Critical Defect, but which causes a considerable negative effect on the functionality of the Supported Product, and results in a partial degradation of performance or a loss of resilience or redundancy.

	Major Defect shall mean any error in a non-essential part of the Supported Product. A problem with the Supported Product which constitutes one or more of the following: (a) More than half of the workstations do not function; or (b) access to the Supported Product is denied to more than half of the workstations and/or users; or (c) Major functionality of the Supported Product does not function according to the documentation or specifications; or (d) the performance of the Supported Product is significantly slow for all major functions compared to normal operational response time; or (e) there is a significant loss of important data that is unrecoverable; AND, there is no workaround within twenty-four (24) hours.
Minor Defect (Severity 3)	All other Defects, which are not a Critical Defects or a Major Defects, and which are tolerable during the Supported Product's use, for example: (a) Minor functions, not vital to operation of the main network management do not function according to the documentation or the specifications and there is no workaround; or (b) Intermittent failure of a function or a workstation which does not cause significant loss of data when the workstation is rebooted or restarted; or (c) an error exists within the documentation; or (d) an error message appears repeatedly.

9. *SLA TYPES*

9.1. The following table details the SLA types:

Severity Level	Action	Silver (8X5)
Critical	Acknowledgement	12 Business Hours
	Work around	5 Business Days
	Resolution - Product	30 Business Days
Major	Acknowledgement	2 Business Days
	Work around	21 Business Days
	Resolution – Product	60 Business Days
Minor	Acknowledgement	5 Business Days
	Resolution - Product	Aircom will use commercially reasonable efforts to resolve the issue in a maintenance release

9.2. The SLA is contingent on Customer providing Aircom designated Support Center with a broad band remote access to its servers, and is counted from the time a detailed report was submitted through the support system and a support call (ticket) is made and until it is resolved. Any period of time in which the Customer did not provide the required information/connection or any delay caused by Customer or any third party on its behalf shall be deducted from the timeframes specified above. Once a Workaround was provided and service was restored, the case severity shall be decreased.

10.*SERVICE REQUESTS*

10.1. Service Request for Maintenance or Emergency Service shall be reported through Aircom's Support System as described in this Annex B to the designated Aircom Support Center by opening a request in the Support System. Prior to making such request, Customer shall take

all reasonable actions to analyze and try to resolve the problem using professional and skilled personnel trained for such Supported Product ("Skilled Personnel"). A service request shall be made by Customer-designated personnel only.

10.2. The usage of the Support System is conditioned in having a valid username and password obtained from Aircom following short training on the usage of the Support System.

10.3. Once a Service Requests was opened an email will be sent with a unique Service Request number (Acknowledgement) that can be used for follow-up and tracking of the case.

10.4. It is imperative that all email communication with Aircom regarding a Service Request following its opening, shall include the Service Request number in the subject and sent also to the Customer Support Portal for logging into the Service Request history. For avoidance of any doubt, this email address is not to be used for the purpose of opening Service Requests.

10.5. In case an Emergency Service Request (Critical severity) is opened it is strongly recommended to contact Aircom Support Center also by phone to ensure the Service Request was received.

10.6. In case of Emergency Service Request (Critical severity) a Skilled Personnel must be available to assist Aircom (further analysis, log collection, on-site activity etc.). Failing to do so will decrease the severity of the case and it will be suspended.

10.7. **Making a service request**. A Service Request shall include, at the minimum, the following information:

10.7.1. Customer identification;

10.7.2. For support of a project, the project identification;

10.7.3. Location where the Supported Products are installed;

10.7.4. The names of the Supported Products that are the subject of the Service Request;

10.7.5. The relevant Skilled Personnel's contact details at Customer (including office phone number and a mobile phone number);

10.7.6. Detailed description of the problem (including screen shots, log files, error messages, etc. as appropriate) and,

10.7.7. Severity of Defect, in accordance with the severity level matrix table above.

10.7.8. Login information (connectivity method, IP, usernames, passwords)

10.8. **Following a Service Request**

10.8.1. Service Request regarding Defects shall be handled in accordance with the response and resolution time specified in Severity Levels and agreed upon when opening a Service Request. Each Service Request will be reviewed by the applicable representative of Aircom and such representative will verify the severity of the Service Request and will decrease it or advance it accordingly, under its sole discretion.

10.8.2. For Service Request relating to services (other than Defects in the Supported Products itself), Aircom Support Center will coordinate with Customer further handling of the support case.

10.8.3. Aircom shall update the Support System with the status of each Service Request allowing follow-up through the portal.

10.8.4. In cases where Aircom provides a Patch or Documentation (not designated as 'mandatory and urgent') as a response to a Service Request, then by providing such patch or documentation such Service Request shall be deemed resolved. All other Service Requests shall be closed by consent between Customer and Aircom.

11. *LIMITATION OF MAINTENANCE AND EMERGENCY SERVICES*

Aircom reserves the right to reject a Service Request for Supported Products which has been modified or repaired or has attempted to be repaired by Customer or an unauthorized third party, other than at the directions of Aircom. If it becomes necessary to restore any Supported Product(s) to a pre-existing condition in order for Aircom to provide Support Services, Customer will be obliged to pay all charges relating to such restoration. The time it takes to restore the system to a preexisting state shall not be counted towards response time and restoration time Aircom is obliged to provide under this SLA. The Support Services covered by this SLA do not include the following items, and depending upon the circumstances, may be provided by Aircom for an additional fee:

a) Services connected with the relocation or network reconfiguration.

b) Service resulting from:

i) Neglect, misuse, use by unqualified personnel, or accidental damage of the Supported Products, hardware, a 3rd Party Software or hardware and 3rd party products required for the normal operation of the Supported Product that were not provided by Aircom;

ii) Modifications or repairs to the Supported Products performed by other than a party authorized in writing by Aircom, who follows written directives from Aircom in regards to performing such modifications or repairs;

iii) Correction of Defects or other failures or bugs arising from the failure of Customer to provide and maintain a suitable installation environment including, but not limited to, proper electrical power (including uninterrupted power supply), air conditioning, or humidity control;

iv) The use of the Supported Products for purposes other than the purposes, which it was designed for;

v) Correction of Defects arising from Customer's failure to perform Maintenance Activities as defined below;

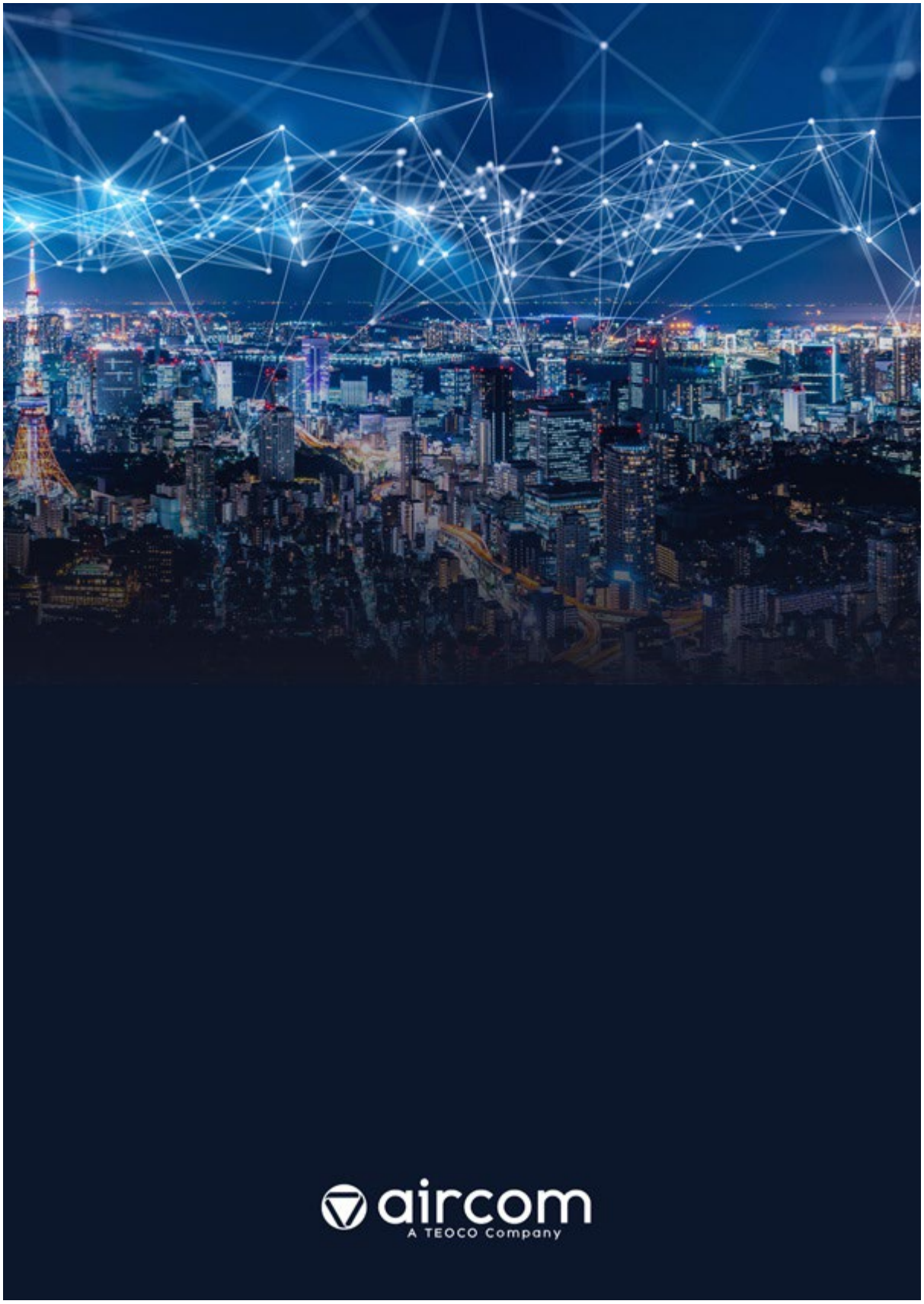
vi) Customer has not paid the support Fees on date(s) specified in the Order;

vii) Support calls for problems that a qualified Customer Skilled Personnel should have reasonably been able to resolve; or

viii) Defects caused due to Force Majeure.

ANNEX B
Support System and Support Center Contact Details

- **Support System**: https://www.aircomassist.com/login.aspx?ReturnUrl=%2fmain.aspx
- **Support Center Email**: APAC.RAN.Support@teoco.com
- **Support Center Phone**: +91 1244 517800


aircom
A TEOCO Company