

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. Ad-Hoc Additional Services

This section describes the additional ad-hoc services RPM offers in relation to RPM's MinVu product over and above the standard support and maintenance services (Schedule 1 – Standard Support). MinVu Ad-hoc Additional Services are provided to RPM's clients using MinVu or MinVu Insights on demand and subject to the fair-use-policy detailed below are provided without charge and are in addition to the standard support and maintenance services (Schedule 1 – Standard Support) RPM provides.

The ad-hoc services below are subject to a fair use policy and repetitive, excessive and/or unreasonable use of these ad-hoc services may result in RPM being required to discuss this excessive use with you and if a remediation plan is not agreed with you that enables the use to return to a reasonable level, RPM reserves the right to reduce, suspend or charge for performance on an hourly basis for these ad-hoc additional services.

The types of ad-hoc additional services include:

a. Error Correction Installation

- The Customer requires RPM to install and configure an Error Correction patch.

b. 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.

c. 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.

d. 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.
- Add any new and/or updated existing Reports to the automation streams as requested.

e. Screen Application

- Maintain Display configuration;
- Add new Display content;
- Modify existing Display content; and
- Configure new Display screens.

3. Other Paid Additional Services provided by RPM.

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
- 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.
- iv. Report Reviews**
 - The Customer requires RPM to review a report that has been developed and/or updated by the Customer to ensure that the content, design and structure is suitable for adding to automation streams or interactive reports.