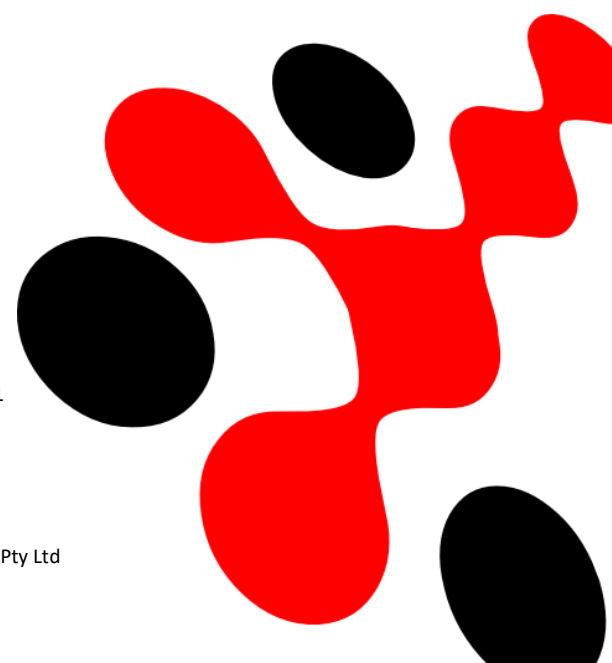


Weave Support Entitlements

COMMERCIAL IN CONFIDENCE

6 May 2021



SUPPORT ENTITLEMENT

Standard support entitlement will apply while maintenance is current.

A Weave site is entitled to receive all updates of software and documentation to Weave whilst under a current Maintenance contract with Cohga. Twelve months of maintenance is provided in the initial purchase price of Weave and is subject to annual renewal.

Cohga provides email, internet, and phone support services to Weave users that have a current maintenance contract.

SOFTWARE UPDATES

Two types of software update may be required.

- a. For a Bug Fix.

For this type of software update, Cohga can send the site administrator a new version of a Weave bundle that would typically be installed on a test server and once proven, be used to update the production environment.

- b. For a version update.

In this case the site administrator will be shipped a complete software installation that comprises the latest version of Weave.

LEVEL OF SUPPORT

Cohga provides email, internet, and phone support during normal Australian business hours on Monday through Friday (AEST).

Current experience shows that once Weave is correctly installed and configured in a production environment then the system is stable with the current support level being adequate.

Cohga is open to discussion and negotiation with users that may have a mission critical system and who may require 24 hour support each day of the year.

SUPPORT PROCESS

Users under maintenance are provided a login account to the Cohga on-line support system at <https://support.cohga.com/>

The user may lodge support requests by email to support@cohga.com, or interactively on-line, as well as monitor the status of their support tickets. The user that logs in to the on-line support site may be assigned a role where the user may see all tickets associated with their site, or only those tickets submitted by that user. The setting up of this role will be done in consultation between Cohga and the Weave user's site administrator.

Clients will have access to this site once Weave has been installed and their account is activated on the support system.

On receipt of a support request, the Cohga support system issues an email notification to the person submitting the request along with the appropriate new ticket number. This notification usually occurs within thirty minutes.

The support tracking system issues a notification to the support team and one of the team is assigned responsibility for acting on the support request. The support team responds to tickets usually within two hours during normal business hours on Monday through Friday (AEST).

Support requests may be lodged at any time however under the current support level, action by the Cohga support staff is limited to normal business hours Monday through Friday. This can be changed on negotiation with Cohga.

The person who submitted the support request can track progress of their ticket(s) by logging in to the on-line support system.

The Cohga support staff are from the Weave Design and Development team in Melbourne and Adelaide Australia.

CONTINUOUS IMPROVEMENT AND PROGRAM DEVELOPMENT

Cohga's Mission is "To serve the needs of Knowledge Workers through better access to Enterprise Systems and Information including spatial".

Since its formation in 2006 Cohga has had a focus on the use of state of the art components, libraries, and architecture to ensure that the initial development of Weave was an innovation and to also ensure that Weave was able to be extended well into the future. A primary reason for the Cohga team being formed was due to their desire to build a current, and future proof integration framework that would capitalise on the decades of experience they had from previous projects.

Cohga encourages our users to send us product enhancement requests for incorporation into new releases.

What clients will see in Weave today is the result of this mechanism at work. Although Cohga built Weave with an initial set of capability, the system rapidly grew to what it is today from working closely with our clients and heeding what they stated as their requirement. The development path of Weave is very much customer focussed. Cohga takes the customer requirement and implements it in a way that enables to the system to continue to grow and be supported.

Weave users are encouraged to use support@cohga.com to log enhancement requests. This enables the requests to be logged and continually be reassessed and tracked. Weave users are also encouraged to discuss their requirement with other users and to compare their user experience.

Cohga encourages opportunities for specifying product enhancement and cost sharing through mutually agreed User Group specifications.

This is the preferred method that Cohga takes when requirements are group based. The enhancement may be minor in which case Cohga will place that enhancement on the normal Weave roadmap. If it is the integration with another system that will take a number of days to complete then our preferred approach is to share the cost with other users that may have the same need.

REMOTE ACCESS

Cohga recommends that clients make remote desktop access available to a fixed number of authorised Cohga project staff. Such access will enable the project to be delivered at a smaller cost as it will limit the travel and accommodation costs. It has been our experience with sites in Geelong, Albury, Monash, West Gippsland, Sweden, and China, that remote access works perfectly well for the functions that Cohga project staff will need to perform. If necessary, Cohga is well experienced in installing, configuring and administering Weave and other systems over an internet connection. The Swedish Transport Department project is a case in point.

Remote access also enables the Cohga support team to very quickly access the Weave console, logs, and pinpoint where any problem may be occurring and remedy it.

CAPABILITY/CAPACITY

COHGA PTY LTD

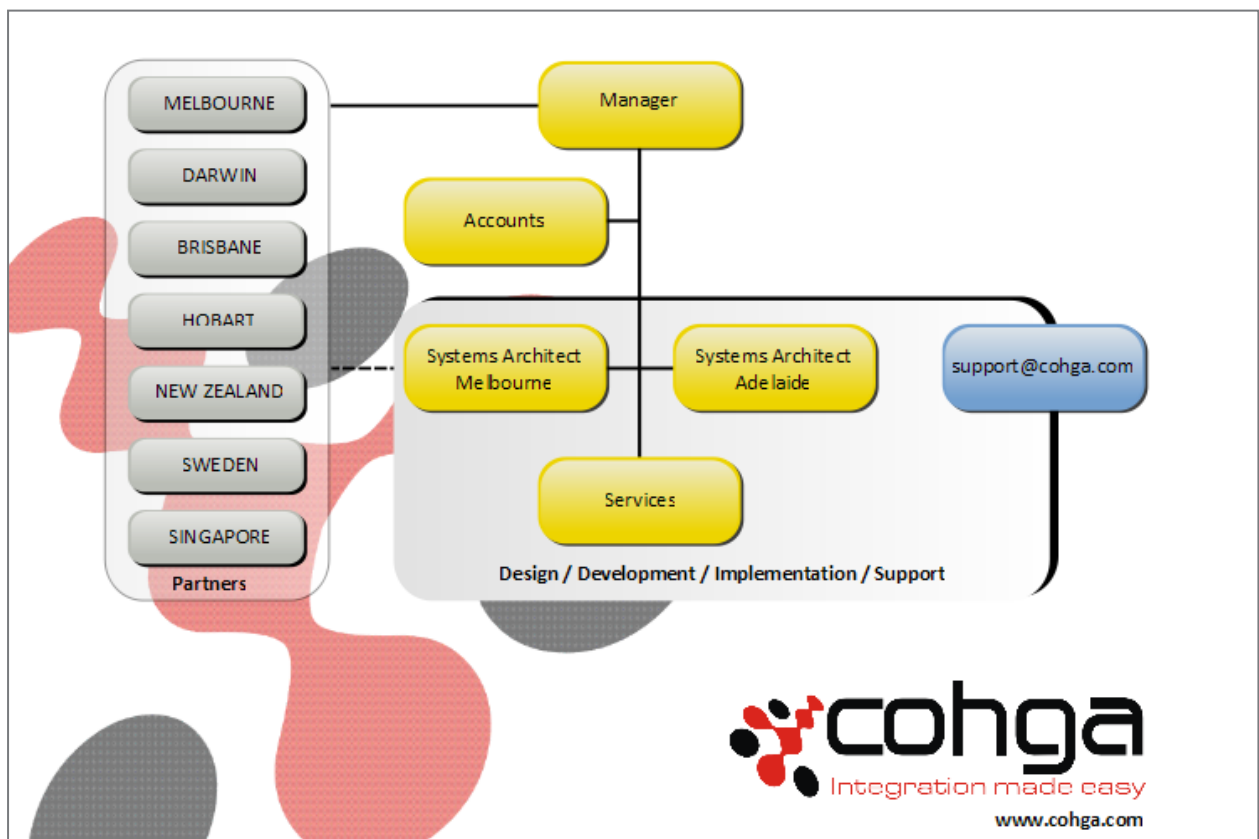
Cohga is a privately owned Australian company with a focus on the development of IT products, and the supply of associated professional services. The company was formed from a team of GIS professionals who bring decades of applied experience (more than 30 years) in the GIS industry and whose experience covers business management, data management, GIS analysis, as well as software design, development, implementation and support.

The team are pioneers in the industry and the lead system architects and developers are the team that designed, developed, and supported the EView system until their departure from ESRI Australia in 2006.

The current support base in Australia and New Zealand consists of nine dedicated staff, and is growing.

The Cohga team has worked on a range of projects from those that are quite simple to projects that are State and National sized GIS implementations and support. We pride ourselves on our ability to successfully complete all projects in a timely manner and within budget.

Cohga now has a full time presence in Melbourne, Brisbane, Adelaide, New Zealand (Cohga NZ), and Singapore (Cohga (Asia)). In addition, Cohga now has experienced business partners in Victoria, Tasmania, Queensland, Northern Territory and Europe.



The people who work for the company, control the company. Cohga has designed, developed and supports the Weave business integration framework.