P2 ENERGY SOLUTIONS

Maintenance Services Policies & Procedures
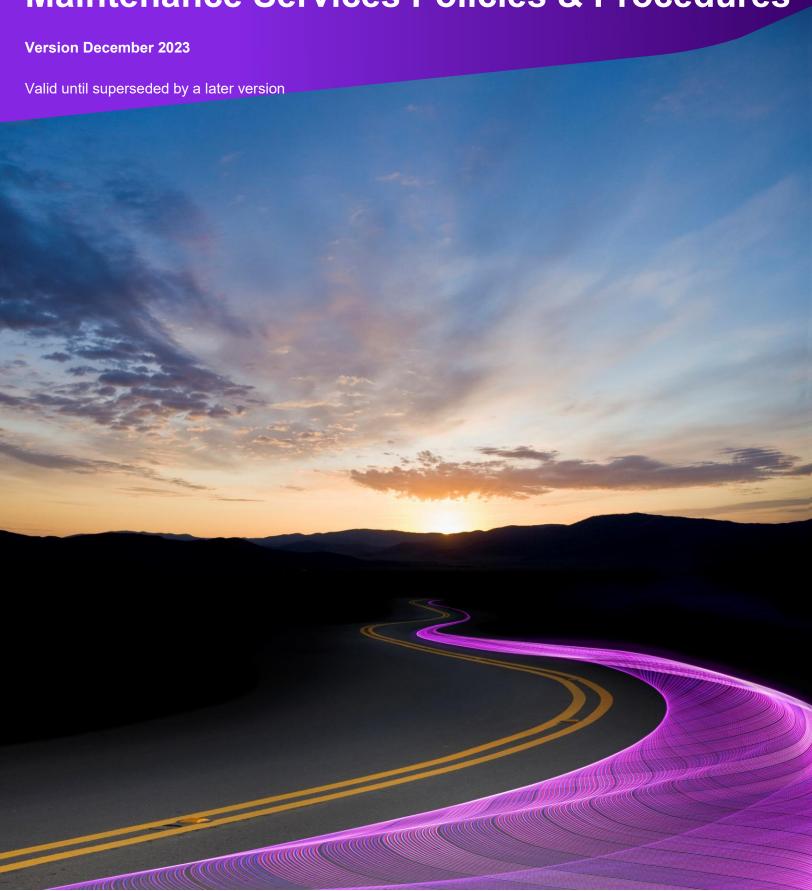
Version December 2023

Valid until superseded by a later version

IFS

Table of Contents

1. Purpose of this Document

The purpose of this document is to outline IFS Energy and Resources ("IFS EnRs") current maintenance services policies and procedures. The information contained in this document does not supersede any previous contracted arrangements.

2. Maintenance Services

The IFS EnRs Support and Maintenance Group provide the following services:

- 24x7 web access to the IFS EnRs' Customer Support Portal (excluding planned or unplanned maintenance windows necessary for operation of IFS EnRs' third party software platform)
- Ability to create, update and query Customer cases via the P2 Customer Portal
- Access to customer support consultant during standard business hours
- Ability to query and search knowledge bases via the P2 Customer Portal
- Invitation to product specific Customer interest groups
- Invitation to IFS EnRs Conferences
- For those Customers with WebEx licenses- WebEx desktop sharing tool for support
- For those Customers with Skype licenses – Skype desktop sharing tool for support

Problems Covered by the Support and Maintenance Group*:

- Correction of software defects verified by IFS EnRs (delivered based on severity/priority)
- Assistance in obtaining or access to available IFS EnRs patches to resolve specific software issues
- Error Analysis – determining underlying cause of specific software defects within the standard IFS EnRs software
- Restoring corrupted data – assistance in restoring corrupted data when caused by a qualified IFS EnRs software defects
- Workarounds – assistance with devising and recommending workarounds for existing software defects in the standard software
- Triage of cases that are confirmed software defects in the standard IFS EnRs software
- IFS EnRs documented functionality for Federal regulatory government agency requirements
- Operating System Updates – IFS EnRs certification and compliance with IFS EnRs supported and approved operating systems versions and patches
- Database Systems Updates – IFS EnRs certification and compliance with IFS EnRs supported and approved database versions and patches

*Customer must remain within the most current version of a release and current patch level for that release (Current) or the previous minor version of a release and current patch level for that release (Current -1). If an Error was corrected or is not present in a more current version of the Software, IFS EnRs is not obligated to correct such Error in the prior versions of the Software.

Maintenance Exclusions

Maintenance does not apply or extend to the Software in the event of:

- Installation, repair, relocation, addition, alteration, modification or enhancement of the Software performed by parties other than IFS EnRs or IFS EnRs' approved contractors or performed without IFS EnRs' written consent (email approval is sufficient)
- Assistance with application, installation, configuration, or similar services (including data migration) in relation to any Software Updates
- Use of the Software in conjunction with another vendor's products resulting in defect or non-conformance
- A release for which Maintenance has been discontinued
- Software used other than in accordance with the Documentation

- Failure by Customer to follow applicable operation or maintenance requirements; or
- Any systems or programs not supplied by IFS EnRs through a limited or generally available release.

3. Additional Fee Based Professional Services

When a customer needs services and assistance above and beyond those provided by standard Maintenance under this policy, or services are outside the scope of covered Maintenance, IFS EnRs may address these needs and requests via a Professional Services engagement. These requests follow a process designed to engage IFS EnRs Professional Services team at IFS EnRs' then-current time and materials rates.

With a Professional Services engagement, customers will be given the opportunity to approve time and materials charges for IFS EnRs to prepare a project estimate, which includes scope, cost estimate and proposed delivery timeline. Should a customer not approve the project estimate, the case will be closed as a "Customer Cancelled" case. If the customer approves the project estimate, IFS EnRs Professional Services may prepare a Customer Work Authorization or Statement of Work, depending on the level of effort.

Examples of these services include, but not limited to:
- Training services
- Personalized Service
- Regularly scheduled conference calls and meetings at customer's request
- Customized customer reports
- Enhancements to standard software
- Triage of cases covering issues that are not software defects in the standard IFS EnRs software
- On-site end user support
- Access to customer support service personnel outside of normal business hours
- Support of 3rd party software
- Maintenance of custom interfaces or custom additions to the software
- Reconfiguration of software post implementation
- Fixing programs or data problems that were not caused by the IFS EnRs software
- Audit inquiries
- Custom queries
- "On Call' Support services (as described in Section 10)
- Errors caused by Customer not adhering to IFS EnRs certification recommendations
- Errors caused by the introduction of data through any method other than through the Software or when uploaded by a third party unless authorized by IFS EnRs in writing
- Modifications made to the IFS EnRs software by anyone other than IFS EnRs or its subcontractors
- Customer's failure to apply any Software fix made available by IFS EnRs

Additionally, the following technical services are not included in IFS EnRs' support services for on-premises customers (for customers hosted by IFS EnRs Managed Services, please refer to IFS EnRs' Hosting Policies and Procedures to review the hosting services included in IFS EnRs' SaaS agreement).
- Installation of software releases or database version
- System and data management
- Technical support of the on-premises environment (operating system, database, etc.)
- Management of the system and the data (backups, upgrades, etc.)
- Performance Tuning
- Refreshing and or cloning test or development environments

4. Primary Contracts

The customer will identify the appropriate individuals within each business unit (maximum three) who will be the primary contacts through which all problems and requests will be forwarded via the P2 Customer Portal. The identified Customer contacts will be issued a user id and password to access the P2 Customer Portal. The designated contact will gather all necessary information from the end-user(s) and provide initial troubleshooting. Applicable problems will then be submitted via the P2 Customer Portal.

5. Customer Support Center

P2 Customer Portal is a web-based customer support tool where customers can log new cases, review previously logged cases, and access articles and content to view known solutions, resolutions and release notes.

All problems or requests will be logged in the P2 Customer Portal. Issues reported both through the Portal and by telephone will be monitored daily and the status updated to reflect the current status.

Customers also have access to our telephone support through centralized phone numbers for our Customers based in North America and the APAC Region:

North America: 1-844-REACH P2 (1-844-732-2472)

APAC: +61 8-9241-0314

For access to our IFS EnRs' Customer Support Portal, and for additional information, please visit: http://www.p2energysolutions.com/support

6. Services Level Definitions

IFS EnRs responds to Customer's requests for assistance through the P2 Customer Portal or by telephone in order of severity/priority. The following table outlines IFS EnRs' Service Level Definitions.

Severity	Definition
Severity 1	A software defect or situation is preventing the completion of a time critical process and/or prevents completion of other associated time critical tasks for which no workaround exists. **Action:** 1) Log the Case on the P2 Customer Portal. 2) The designated Customer Contact is to phone the applicable IFS EnRs' helpdesk. In the event a CSS is not immediately available the Customer will follow any auto attendant instructions. Your contact should clearly indicate priority, impact to you and the date you expect resolution. **What to expect from the Customer Support Contact:** The problem will be reviewed and diagnosed. Prioritization and classifications reviewed. The problem will be addressed immediately; its priority escalated above all other tasks. IFS EnRs contact will let you know when he/she will be getting back to your contact and keep him/her apprised of the actions being taken and our progress. If the issue is identified and contact with IFS EnRs is made before end of business day, IFS EnRs will work 24X7 until the issue is resolved or for as long as useful progress can be made. Customer will also provide a 24X7 contact with the correct skill to assist with data gathering, testing and applying fixes. Customer will also provide a 24X7 management contact to assist in accessing proper resources and for IFS EnRs to communicate status. IFS EnRs will provide any possible workarounds until a fix can be addressed. Should the workaround be agreeable, the status of the case will be downgraded to a Severity 2 priority. If

	the issue comes in after normal business hours, the afterhours support process will be provided, on a reasonable commercial efforts basis and/or work will resume next business day.
Severity 2 – Escalated	A software defect or situation is restricting the completion of a time critical process and/or completion of other associated time critical tasks for which no workaround exists. Operation can continue in a restricted fashion. **Action:** 1) Log the Case on the P2 Customer Portal. 2) The designated Customer Contact is to phone the applicable IFS EnRs helpdesk. You should clearly indicate the priority, the impact to you and the date you expect resolution. **What to expect from the Customer Support Contact:** The problem will be reviewed and diagnosed. Prioritization and classifications reviewed. Upon agreement from IFS EnRs and Customer, IFS EnRs will dedicate an appropriate resource to work the case on a continuous basis during normal business hours and will continue on this course until a solution is delivered. If possible, IFS EnRs will provide a workaround until a fix can be addressed. Should the workaround be agreeable, the status of the case will be downgraded to a Severity 2 priority.
Severity 2	A software defect or situation has occurred which is preventing completion of a particular task that is not time critical or for which a workaround exists. Business functions to be performed can continue, although they are significantly impeded. The impact of this is that productivity is significantly impacted and/or potential exists to make wrong business decisions. For example, incorrect data is being calculated, displayed and/or stored in the database that is the basis for business decisions. **Action:** Log the Case on the P2 Customer Portal. 2) The designated Customer Contact is to phone the applicable IFS EnRs helpdesk. You should clearly indicate the priority, the impact to you and the date you expect resolution. **What to expect from the Customer Support Contact:** The problem will be reviewed and diagnosed during our stated business hours. Prioritization and classifications reviewed. IFS EnRs will provide any possible workarounds that may be acceptable until a fix can be addressed.
Severity 3	A software defect or situation has occurred which does not prevent the customer from continuing their work but requires attention. Business functions to be performed can continue and the impact of this is that productivity is slightly impacted. For example, data is being calculated, displayed and/or stored in the database that is not the only basis for business decisions **Action:** Your contact is to log the case on P2 Customer Portal. You should clearly indicate the priority. **What to expect from the Customer Support Contact:** The problem will be reviewed and diagnosed during our stated business hours. Prioritization and classifications reviewed. IFS EnRs will provide any possible workarounds that may be acceptable until a fix can be addressed.
Severity 4	A software defect or situation that does not prevent the completion of a particular task but is annoying. Business functions to be performed can continue. There are no impacts to productivity and/or no potential exists to make wrong business decisions. For example, cosmetic changes made to screens so it displays differently. **Action:** Your contact is to log the case on the P2 Customer Portal. You should clearly indicate the priority. **What to expect from the Customer Support Contact:** The problem will be reviewed and diagnosed during our stated business hours. Prioritization and classifications reviewed. IFS EnRs will provide any possible workarounds that may be acceptable until a fix can be addressed.

7. Support Response and Resolution Times

The following table outlines the estimated time for a IFS EnRs Customer Support Specialist to respond to a customer's request after they have contacted IFS EnRs for service and our target resolutions times. Product suites are a collection of products; for the expanded view of these suites, please refer to product list below.

Products include**:**

Standalone Products:
- ◄ **BOLO**
- ◄ **Enterprise Upstream**
- ◄ **Excalibur**
- ◄ **IDEAS**
- ◄ **AFE**
- ◄ **GIS**
- ◄ **Land**
- ◄ **Tobin Land Suite**
- ◄ **Land Broker**
- ◄ **Workflow**
- ◄ **Reporting**
- ◄ **Tobin Data**
- ◄ **Beyond Compliance**
- ◄ **Managed Reserves**
- ◄ **Wellcore**

Product Suites:
- ◄ **<u>Merrick Suite</u>**
  - *Carte*
  - *eVIN*
  - *ProCount*
- ◄ **<u>Explorer Suite</u>**
  - *Explorer*
  - *Server*
  - *Sentinel*
  - *Shift Log*
  - *PA-Plus*
  - *Verify*
  - *Well Test*
- ◄ **<u>Qbyte Suite</u>**
  - *Qbyte CS Land*
  - *Qbyte Financial*
  - *Qbyte Land Management*
  - *Qbyte Metrix*
  - *Qbyte Optix*

Severity	Time to Respond	Target Resolution Time	Target Software Change Resolution Time Target
Severity 1	15 – 60 Minutes	ASAP	ASAP
Severity 2 – Escalated	2 Hours	ASAP	ASAP
Severity 2	2 – 4 Hours	15 Business Days	A Patch or Release
Severity 3	12 Hours	20 Business Days	Future Release
Severity 4	48 Hours	45 Business Days	Future Release

* Target Resolution Time: Defined as non-software related solution or workaround.

** Severity 2 – ESC = Severity 2 – Escalated

8. Functionality Issues

Items determined to be enhancements are reviewed by IFS EnRs and added to the various Product Roadmaps at IFS EnRs' discretion.

Should a reported problem be identified as being the result of functionality not available within the system, the problem call will be categorized as 'Enhancement' and the customer will be advised. Items determined to be enhancements are reviewed by IFS EnRs and added to the Roadmap at IFS EnRs' discretion. Upon mutual agreement of IFS EnRs and customer, IFS EnRs may add additional enhancements to the roadmap as a 'Customer Funded' Enhancement through the Roadmap Accelerated Development Process. Please see section 12 for further details on this.

9. How Maintenance Work Is Prioritised

The following outlines how Maintenance work is prioritized. (Note: Services Levels (where applicable) can at times be impacted when Federal Government Regulatory Projects are underway within our Support and Maintenance group).

- Priority #1   Severity 1 Cases
- Priority #2   Severity 2 Escalated Cases
- Priority #3   Severity 2 Cases
- Priority #4   Severity 3 Cases
- Priority #5   Severity 4 Cases

IFS EnRs may close a Severity 3 or 4 software case if solving the software defect or situation would create issues in use of the software for the general customer base or the level of effort to solve the software defect is greater than the benefit to the software.

10. After Hours Support

Regular Support is provided Monday to Friday during IFS EnRs standard business hours. Outside of these hours customers may access the P2 Customer Portal to either log a case or lookup resolutions. Cases logged through the P2 Customer Portal after hours will be addressed the following business day.

IFS EnRs Standard Business Hours are:

Product Family	Support Location	Standard Business Hours
Qbyte Suite* **Beyond Compliance** **Managed Reserves** **Wellcore**	Calgary	8 am to 5 pm Mountain Time
AFE **BOLO** **Enterprise Upstream** **Excalibur** **Reporting**	Denver	8 am to 5 pm Mountain Time
Merrick Suite* **GIS** **Land** **Tobin Land Suite** **Land Broker** **Tobin Data** **Tobin All Access**	Houston	8 am to 5pm Central Time
IDEAS	Houston Perth Tunis	8 am to 5 pm Central Time 8 am to 5 pm Australia Western Time 8 am to 5 pm Central European Time
Explorer Suite*	Houston Perth	8 am to 5 pm Central Time 8 am to 5 pm Australia Western Time

** = Suites are a collection of products which are referenced and expanded in **Section 6***

See table below for After Hours services available by IFS EnRs Product.

Product	After Hours Operations	Special Instructions
All Products	Severity 1 - 24*7 Refer to Section 5 All other Severities – Standard business hours	Severity 1 - 24*7 Refer to Section 5 All other Severities – Standard business hours

There will be no charge for after-hours support when the problem is caused by IFS EnRs programs and the error is a Severity 1 issue. If the problem is not a Severity 1 issue, or if the issue was the result of the customer's environment, a service fee will apply based on IFS EnRs then current support hourly rates.

Support is not provided on statutory holidays. After hours telephone support will be provided on a reasonable commercial effort basis and is not a guaranteed service.

Should a customer require support after hours they may request that IFS EnRs provide 'on call' services for a pre-determined period of time during which calls will be paged outside regular hours. We require 7 business days' notice for this billable service to be put in place.

11. Accessing Customer Systems

Customer will provide IFS EnRs support personnel remote VPN access to their test environment for IFS EnRs support purposes. Customer will give the necessary approvals for IFS EnRs support resources to view customer's data, and if necessary, the code, for the purpose of diagnosing issues. IFS EnRs cases logged via the Customer Portal will be used to track all requests to access customer data; and the types of access required in order to sufficiently diagnose the customer issue. Without this access, resolution of the issue and IFS EnRs Service Level Agreements (SLA's) may not occur.

11.1. Preferred Connection Method – site-to-site VPN

A persistent, secure connection to the client's related IFS EnRs servers is the most desirable connection method, and the Customer can control IFS EnRs access by disabling/enabling the account being used to connect. IFS EnRs and Customer will allow for 2 hours of setup time at no cost to get an IPSEC tunnel in place between IFS EnRs and the Customer. This work should normally take no more than a few minutes with an enterprise-grade firewall and staff capable of administering it. If IFS EnRs is required to do setup on the Customer's end that includes more than 2 hours effort, the additional effort will be billable to the Customer.

Options include:

1. Site-to-site VPN between Customer's existing firewall and IFS EnRs Check Point firewall.

2. Site-to-site VPN using a SonicWall device pre-configured as a VPN endpoint (not a perimeter VPN) and provided by IFS EnRs to the Customer for the dedicated use of connecting to any IFS EnRs-related application servers. After installation, the device will be wholly owned and managed by the Customer including administering users/passwords for the device. Customer will be billed $1,000 for this one-time service, which includes the device fee.

11.2. Acceptable Methods

These options are less desirable than the preferred connection method above because of potentially conflicting Citrix Receiver or Web Client versions, incompatible desktop VPN software, or loss of connectivity to internal resources once connected. This causes delayed response time and overall greater effort to assist the Customer. IFS EnRs and Customer will allow for 2 hours of setup time at no cost; any extra effort spent establishing a connection is billed to the Customer.

Options include:

1. Citrix/Terminal Server – Customer's System Admin would need to publish the following applications:

a. Remote Desktop (Windows access)
b. Putty (Linux/UNIX access)
c. Microsoft Office – version/architecture specific to the IFS EnRs applications
d. Ability to transfer files from IFS EnRs network to Customer's application servers
e. Appropriate IFS EnRs desktop applications (Bolo, Excalibur, etc.)

2. WebEx/GoToAssist/Lync/Skype/Teams interactive meetings – these require direct Customer involvement throughout each connection. System prompts are displayed only at the Customer- end of the connection and not visible to IFS EnRs staff. This type of connection is acceptable for

checking an individual desktop issue but is discouraged for server/application troubleshooting or upgrades.

11.3. Discouraged Methods

These options can work as a last resort but add significant time to the IFS EnRs support person helping the client and will cause delayed response time and overall greater effort to assist the client. Any effort spent establishing a connection via this method is billed to the Customer.
Options include:

1. PPTP connections – these connections can be problematic and frequently require troubleshooting.

2. Desktop SSL VPN solution (such as SonicWall NetExtender, Cisco AnyConnect, etc.) – must include enabling any split-streaming options so network connectivity is not lost from the desktop.

11.4. Not Acceptable

IPSEC desktop client software – Almost none of IFS EnRs' Customers still use IPSEC software, and this is not a reasonable option given better alternatives above.

11.5. How to get started

Contact us via the IFS EnRs Customer Support Portal at http://www.p2energysolutions.com/support by logging a case or calling us directly to request one of the preferred options described above. We will need the contact info of whoever in your organization is responsible for administering your firewall or network security. We are happy to work with you to ensure we can support you in the most efficient manner possible.

12. Product Maintenance & Upgrades

IFS EnRs contractually supports the most current version of a release and current patch level for that release (Current) and the previous version of a release and current patch level for that release (Current -1).

For technical reasons patches must be installed in order and in full. If a customer issue is resolved within a patch, the customer will be required to take the patch, as well as any preceding patches, in order to have the issue resolved. For these reasons it is recommended that customers stay current on patches whenever possible.

If Customer orders Maintenance, it must be ordered for all copies and License Metrics of the Software and for all elements of the Software that are used together by Customer.

Please refer to the Release Maintenance Schedule below.

Product	Next Release	Current Release and Current Patch	Current -1 Release and Current Patch	All Prior Releases
Enterprise Upstream **Land** **Land Broker****	Severity 1 & Severity 2- ESC and scheduled Severity 2, 3 & Severity 4	**Severity 1 & Severity 2** – Escalated	N/A	None
BOLO **Excalibur** **IDEAS** **Merrick Suite*** **AFE** **Explorer Suite** **GIS** **Qbyte Suite*** **Reporting**	Severity 1 & Severity 2- ESC and scheduled Severity 2, 3 & Severity 4	**Severity 1 & Severity 2** – Escalated	**Severity 1 &** Severity 2 – Escalated	None
Tobin Land Suite	N/A	Severity 1 & Severity 2 Escalated	N/A	None
Beyond Compliance **Managed Reserves*** **Wellcore**	N/A	Severity 1 & Severity 2 Escalated, as required	N/A	None

*= *Suites are a collection of products which are referenced and expanded in* **Section 6**

** = **IFS EnRs Land Broker** requires customers to test upgrades during a four-week preview period. At the end of the four-week preview period, IFS EnRs will promote the patch/release to production. For hotfixes, a one-week preview period will be required prior to promotion.

With every Major release that IFS EnRs Energy Solutions completes, a list of environments and platforms which are certified by IFS EnRs is provided as part of the Release Packaging documentation. This is to provide our customers with the information they need to make their technical platform business decisions. Should an issue occur, IFS EnRs will investigate and attempt to fix the problem in accordance with these Maintenance Services Policies & Procedures. Should you choose to implement the respective IFS EnRs software on an uncertified or unsupported platform, not specifically listed as certified or supported, IFS EnRs will use reasonable efforts to investigate any issues reported through the P2 Customer Portal. If during the investigation and triage process, IFS EnRs determines that the reported issue is related to the unsupported environment, IFS EnRs will provide an estimate of costs to attempt resolution of the issue.

13. Roadmap Accelerated Development (RAD)

For those times when customers have changing system business needs, or innovative ideas on system enhancements, IFS EnRs can address these needs and requests via the Roadmap Accelerated Development (RAD) process. These enhancements could follow a process designed for Customer Funded development, which is outside of IFS EnRs' planned and funded product roadmap.

Through this mechanism, customers will be asked to approve up to a 4-hour charge for us to complete a Project Estimate that includes Scope, Cost Estimate and Proposed Delivery Timeline. Should a customer not approve the 4-hour charge, the case will be closed as a "Customer Cancelled" case.