

Last Modified: July 24, 2023

### SUPPORT DESCRIPTION

DRB shall use commercially reasonable endeavors to make available to the Customer, standard support services for the following Subscription Solutions during the following times. All times stated are United States (“US”) Eastern Time and exclude US national holidays unless otherwise stated.

| Subscription Solution   | Monday - Friday | Saturday         | Sunday           |
|-------------------------|-----------------|------------------|------------------|
| Driverse                | 8am – 8pm       | 7am – 4pm        | N/A              |
| Suds                    | 11am – 7pm      | N/A              | N/A              |
| DRB Tunnel <sup>1</sup> | 8:30am – 9pm    | 7am – 9pm        | N/A              |
| Unitec/In-Bay           | 8:30am – 8pm    | N/A <sup>2</sup> | N/A <sup>3</sup> |
| Washify                 | 8am – 8pm       | 8am – 8pm        | 8am – 6pm        |
| NoPileups               | 7am – 9pm       | 9am – 6pm        | 9am – 6pm        |

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<sup>1</sup> Emergency Support is available 24x7x365

<sup>2</sup> Emergency Support is available 8.30am – 5pm [including US national holidays]

<sup>3</sup> Emergency Support is available 8.30am – 5pm [including US national holidays]