

## 6 Project assumptions

Subject to any terms to the contrary in the SOW, the Service Deliverables are provided in accordance with the following assumptions:

**Remote Delivery of Professional Services:** Professional services will primarily be delivered remotely unless mutually agreed upon by the Customer and Aptean.

**Single Point of Contact:** The Aptean Project Manager will serve as the main communication channel between the Customer and Aptean, overseeing project scope, schedule, and resource management.

**Consultant Direction:** Aptean consultants will operate under the Aptean Project Manager or a designated representative's direction.

**Third-Party Products and Services:** Aptean is not responsible for procuring or deploying third-party products and services unless explicitly stated in the SOW.

**Customer Testing:** The Customer is responsible for thoroughly testing the delivered solution and reporting any issues to Aptean for resolution as per the Agreement.

**Dependence on Customer Responsibilities:** Aptean's delivery timeline and quality depend on the Customer:

- Completing their assigned responsibilities promptly.
- Providing accurate and complete information.
- Making timely decisions and approvals.

**Additional Fees for Delays:** Delays or deficiencies in Customer deliverables may result in additional charges.

**Scope Limitation:** Activities or deliverables not included in Section 3 (Scope of Services) are considered out of scope unless formally approved.

**Language of Deliverables:** All products, documentation, and services provided by Aptean will be in English unless specified otherwise.

**Change Requests for Unlisted Configurations:** Any configuration activities not listed in "In Scope" will require a Change Request.

**Customer's Responsibility for Template Refinement:** The Customer will refine the formatting and layout of letter and email templates.

**Project Schedule Adherence:** Project timelines are based on an agreed project schedule, and deviations due to Customer delays may impact the delivery timeline and cost.

**Data Security and Privacy:** The Customer is responsible for ensuring data security and privacy compliance, particularly concerning sensitive and personal data.

**Access to Customer Systems:** The Customer must provide necessary access to their systems and infrastructure to enable Aptean to perform the required services.

**Assumption Validity:** All assumptions must be reviewed and validated at the project kickoff, and any changes or inaccuracies identified must be addressed through a formal Change Request process.

