

|   |  |
|---|--|
| <b>Company</b>  | VisionTech Pte Ltd   |
| <b>Digital Solution Name &amp; Version Number<sup>1</sup></b> | AI Customer Engagement - Package 1: AICustomerService (Chat) |
| <b>Appointment Start Date</b>                                 | 20 February 2025   |
| wef. 17 July 2025   |  |

**Standard Packaged Solution (ie. Minimum items to be purchased)**

| Cost Item   | Unit Cost (\$) | Unit         | Quantity | Subtotal (\$)       | Qualifying Cost* (\$) |
|---|----------------|--------------|----------|---------------------|-----------------------|
| <p>1) Software<br/>This solution is for the purpose of Customer Service where</p> <ul style="list-style-type: none"> <li>- The AI provides a 24/7 support to users by communicate through either whatsapp or telegram</li> <li>- AI will capture requirements and create ticket on the system for next steps to be taken by the support agents</li> </ul> <p>1) Software<br/>AICustomerService (Chat) Version 1 (1 Whatsapp and 1 Telegram user account)<br/>Module includes</p> <ul style="list-style-type: none"> <li>- Guided journey</li> <li>- Fixed user journey</li> <li>- User verification</li> <li>- Fixed user identifier</li> <li>- Ticket management</li> <li>- Ticket categorisation</li> <li>- Ticket prioritisation</li> <li>- Assignee assignment</li> <li>- Data management</li> <li>- Data synchronisation</li> <li>- Assignee assignment</li> <li>- Upload data and FAQ</li> <li>- Status update</li> <li>- Notifications and alerts</li> <li>- Status updates</li> </ul> <ul style="list-style-type: none"> <li>- Support</li> <li>- Hosting maintenance &amp; support</li> <li>- Number of conversations per month: 2,000</li> <li>- Number of broadcasts per month: 1,000</li> <li>- Number of words generated per month: 2,000,000</li> </ul> |                |              |          |                     |                       |
|   |                | Per year     | 1.00     |                     |                       |
|   |                | -            | 0.00     |                     |                       |
| 2) Hardware<br>Not Applicable   |                |              |          |                     |                       |
| 3) Professional Services<br>Software onboarding   |                | per manday   | 1.00     |                     |                       |
| System setup and configuration for ticket management and communication channel setup (Whatsapp and telegram)  |                | per man hour | 6.00     |                     |                       |
| FAQ configuration   |                | per man hour | 4.00     |                     |                       |
| UAT and Go Live Support   |                | per man hour | 5.00     |                     |                       |
| 4) Training<br>System training  |                | per man hour | 4.00     |                     |                       |
| 5) Others<br>Not Applicable   |                |              |          |                     |                       |
| <b>Total</b>  |                |              |          | <b>\$ 18,000.00</b> | <b>\$ 15,200.00</b>   |

<sup>1</sup> A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999

\* Qualifying cost refers to the supportable cost to be co-funded under the grant