



## SERVICE LEVEL AGREEMENT ("SLA")

This Service Level Agreement ("SLA") is incorporated by this reference into the Agreement by and between OS33 and Customer.

### General Support for Workplace Users

General Support shall consist of providing technical information, support and assistance related to Workplace and associated problem determination, isolation, verification, and resolution. Customer will have access to Workplace Support via telephone during the hours of 7:00 a.m. to 11:00 p.m. EST, excluding weekends and United States federal holidays. *Frontline only Customers, see below.*

### Severity Levels and Target Response Times

General Support response time will vary based on the following Severity Levels:

#### Urgent:

- Critical production issue affecting multiple users
- Includes system unavailability issues with no workaround available

#### High:

- Issue is persistent and affects many users and/or major functionality
- Also includes time-sensitive requests such as requests related to security questions
- No reasonable workaround available

#### Normal:

- System-wide performance issue or software bugs affecting non-business-critical functionality
- Short-term workaround is available but cannot be scaled.

#### Low:

- Inquiry regarding a routine technical issue
- Information requested on application capabilities, navigation, installation or configuration.
- Bug affecting a small number of users
- Reasonable workaround available
- Resolution required as soon as reasonably practicable

General Support will make every reasonable effort to respond to initial requests within the timeframes in the table below:

Severity	Response time
Urgent	1 hour
High	2 hours
Normal	12 hours
Low	24 hours

**Service Level Targets and Credits**

“**Monthly Uptime Percentage**” is calculated by subtracting from 100% the percentage of minutes during the month in which Workplace was unavailable to Users of Customer, except for scheduled maintenance. Customer will be entitled to a credit in accordance with the table below based upon the Monthly Uptime Percentage during which OS33 determines Workplace was unavailable to Users of Customer. No credit will be due to Customer for any failure of the OS33 Software if caused in whole or in part by a Force Majeure Event, changes made by Customer, Customer downtime, or if Customer fails to submit a written request to OS33 for a credit within 14 days of OS33’s failure to meet the Monthly Uptime Percentage as specified in this section.

Any credit due will be determined by OS33 based upon its review of its logs and records. SLA credits will be calculated based on the following schedule:

<b>Monthly Uptime Percentage</b>	<b>Credit as % of Usage Fees</b>
Less than 99.9% but equal to or greater than 99.0%	5%
Less than 99.0% but equal to or greater than 95.0%	10%
Less than 95.0%	25%

**For Workplace Frontline Support Only**

Customer will appoint authorized IT personnel (“Named Internal Support Personnel”) as the initial point of escalation for internal support for Workplace Frontline. Named Internal Support Personnel only will be provided with General Support commencing on Go Live Date.

<b># of Frontline Users</b>	<b>max # of Named Internal Support Personnel</b>
< 100	3
100 – 499	10
500 +	2% of user count

The maximum number of people Customer can assign as Named Internal Support Personnel is listed in the table above.