

SERVICE LEVEL AGREEMENT (SLA)

1. INTENTION

- 1.1. Purpose.** The Service Level Agreement (SLA) defines the scope, roles, responsibilities, and expectations of the dRofus in providing services to the Client under the Agreement. Capitalized terms used in this Appendix 4 shall have the same meaning as set forth in Appendix 3, the SSA, unless otherwise defined herein. The intention is to ensure the agreed levels of service are met consistently and to establish a framework for effective communication and incident resolution.
- 1.2. Scope.** This SLA is a standard appendix to the dRofus SaaS Agreement. In case of discrepancies between the SaaS Agreement and this SLA, the SaaS Agreement shall prevail.

2. PRIORITIZATION

- 2.1. Priority Levels.** Prioritization of incidents will be based on the following levels:

Level	Priority	Description
A	Critical	Service is entirely unavailable or severely impaired, causing significant business impact.
B	High	Service is degraded, causing a noticeable impact on business operations.
C	Medium	Service degradation is experienced, but the impact on business operations is limited.
D	Low	Non-critical issues, minimal impact on business operations.

2.2. Support.

Support	Method of Contact
Standard	An online system for incident submission is available 24 hours a day, 7 days a week. https://support.drofus.com/en/support/tickets/new

2.3. Response Times.

- 2.3.1.** Standard Support will be available 8:00 AM to 5:00 PM US Central Time (GMT-5) Monday to Friday (excluding holidays).

- 2.3.2.** Response times for each priority level are as follows:

Level	Priority	Initial Response Time
A	Critical	8 hours
B	High	16 hours
C	Medium	36 hours
D	Low	48 hours

3. CATEGORIZATION

- 3.1. Incident Categories.** Incidents will be categorized as follows:

Level	Priority	Description
A	Technical	Issues related to hardware or software malfunctions.
B	Procedural	Issues related to software modules not working correctly.
C	Data	Issues related to communication or information flow.
D	Other	Any other incidents not covered by the above categories.

- 3.2. Incident Attributes.** Each incident will be defined by:

- (a) Incident Reporter Contact Details (Name, Company and Email Address)
- (b) Incident ID

- (c) Incident Date & Time
- (d) Incident Priority
- (e) Incident Category
- (f) dRofus Server
- (g) dRofus Database Name
- (h) dRofus Project Name
- (i) Incident Description

1. When reporting incidents, a concise explanation of what has happened should be included, with enough information to be able to reproduce the incident.
2. A description of the actions leading up to the incident, screenshots or screen videos of what happens when the error appears, details of the software version used, database setup, or any other information deemed to be relevant to identifying and solving the error should be included when the incident is submitted.
3. The dRofus may contact the Client for help in identifying the incident, provision of models, MS Excel files or other datasets, or to ask for testing when an incident is assumed to be fixed.

4. INCIDENTS

- 4.1. **Incident Reporting.** The Client will be responsible for reporting incidents to dRofus based on their support subscription as outlined in Section 2.2, providing the necessary information as outlined in Section 3.2. All incidents reported by the Client will be entered into an online system that is available for registration and progress tracking.
- 4.2. **Acknowledgement.** dRofus will acknowledge the incident via the online system within the agreed-upon response times based on the Client's support subscription.

5. UPDATES AND ESCALATION PROCEDURE

- 5.1. **Regular Updates.** dRofus will provide regular updates to the Client on the status of ongoing incidents, as well as progress toward resolution via the online system.
- 5.2. **Escalation Procedure.** In the event that an incident is not acknowledged within the agreed timeframes, the Client can request escalation, and dRofus will initiate an escalation procedure.

6. SERVICE AVAILABILITY

- 6.1. **Availability Target.** dRofus is designed with data redundancy, data-loss prevention, and high availability in mind. As such, dRofus will make commercially reasonable efforts to make service available not less than 99.9% during each calendar month (Availability Target).
- 6.2. **Uptime.** The following definitions apply:
 - (a) Measured Uptime, calculated as: Monthly Uptime – Downtime.
 - (b) Monthly Uptime, calculated as the total number of minutes for a given calendar month.
- 6.3. **Downtime.** The following definitions apply:
 - (a) Unintentional Downtime, which any of the following may cause:
 1. Scheduled maintenance and emergency maintenance as outlined in Section 7
 2. Failure of Client's internet service provider or other telecommunications providers
 3. Any Force Majeure Event

4. Acts or omissions of any third party not within dRofus' reasonable control
5. Client's use of the service violates this SLA, the SSA, or the dRofus SaaS Agreement.

(b) Downtime is the duration of level A incidents for a period during the calendar month.

6.4. Availability Level. This is calculated as $((\text{Measured Uptime} + \text{Unintentional Downtime}) / \text{Monthly Uptime}) \times 100$.

6.4.1. Failure to achieve the Availability Target for a given calendar month, upon request from the Client, may result in the provision of credits to the Client's account. Credits are the sole and exclusive remedy available to the Client, as outlined in the following table:

Availability	Credit Percentage
Less than or equal to 99.00% but greater than or equal to 99.50% in one calendar month	Extension of the subscription term for the affected license by 5 days
Less than or equal to 97.00% but greater than or equal to 98.99% in one calendar month	Extension of the subscription term for the affected license by 10 days
Less than or equal to 97.00% in one calendar month	Extension of the subscription term for the affected license by 15 days

6.5. Credit Requests. Client must notify dRofus within 30 calendar days of the end of the given calendar month in which the Availability did not meet the requirements as outlined in the table in Section 6.4.

7. MAINTENANCE AND NOTICES

7.1. Scheduled Maintenance. Scheduled maintenance, which may temporarily affect service availability, will be communicated to the Client in advance. Notices will include the date, time, and expected duration of the maintenance. Scheduled maintenance will occur outside of core business hours being 8:00 AM to 5:00 PM US Central Time (GMT-5). In the rare event of a planned and necessary scheduled maintenance happening within business hours, or a major technical change that will require the Client to take some form of action, dRofus will advise the Client via dRofus' website, providing 1 weeks' forward notice and details of the change.

7.2. Emergency Maintenance. In cases of emergency maintenance, dRofus will make reasonable efforts to minimize service disruption and will notify the Client as soon as possible.