

Votiro Service Level Agreement

This Service Level Agreement (the “SLA”) describes the support services provided by Votiro to customers in connection with the purchase of Services during a Subscription Period, as defined in the SaaS Agreement between Votiro and Customer.

1. Definitions

“**Downtime**” – a time during which the Services are inoperable or inaccessible, excluding Exclusions during the measured period.

“**Downtime Period**” – the number of minutes in a calendar month during which the Services are unavailable to the Customer due to a Downtime.

“**Exclusions**” -- (i) Scheduled Downtime; (ii) Service unavailability that is attributable to: (a) causes beyond Votiro’s reasonable control, such as a force majeure event, or the performance of any third party hosting provider or communications or internet service provider; (b) Customer’s failure to perform any obligation under the SaaS Agreement that affects the performance of the Software; (c) any actions or omissions of Customer or any third party acting on its behalf; and/or (d) Customer’s or any third party's equipment or software; (iv) Service unavailability caused by the suspension and termination of Customer’s right to use the Services in accordance with the SaaS Agreement; and (v) separate instances of Service unavailability of less than 5 (five) minutes duration each.

“**Issue**” – circumstances that an Customer encounters that prevents the Customer from using the Services in normal operational mode.

“**Monthly Uptime Percentage**” – the total number of minutes in a calendar month minus the Downtime Period, divided by the total number of minutes in a calendar month and multiplied by 100.

“**Scheduled Downtime**” – means any Downtime (a) of which Customer is notified at least three (3) days in advance, or (b) during a standard maintenance window, as shall published by Votiro from time to time.

“**Service Credit**” – a percentage of the monthly Fees paid or payable for the Services subscription as specified in the Final Quote that is awarded to Customer related to Monthly Uptime Percentage.

2. Technical Support

Support by Votiro is made through its Technical Support representatives. Customers seeking support on Issues may contact technical support through the channels listed below.

Technical Support Availability	Singapore working hours: 9:00 – 18:00 UTC+8 (21:00 – 06:00 ET), Monday – Friday Israel working hours: 9:00 – 18:00 UTC+2 (2:00 AM – 09:00 AM ET), Sunday – Thursday US working hours: 9:00 – 18:00 UTC-5 (ET), Monday – Friday All times exclude statutory holidays.
Technical Support Contact Details	Web Portal Support at: https://support.votiro.com/hc/en-us Technical Support Email: support@votiro.com

Hot Line Number (for Priority 1 support requests only)	+1 801-855-8235
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Votiro will investigate and assess the support request and assign a priority number as detailed below, and respond according to the Response Time indicated:

Priority	Description	Response & Resolution Times
1	Customer's production use of our products on primary business service, major application, or mission-critical system is stopped or so severely impacted that the customer cannot reasonably continue work. For Severity Level 1 problems, we will handle as the highest priority until the customer is given a fix or workaround.	Response time 30 minutes Workaround time 3 hours Resolution time 24 hours
2	Product error or failure forcing a restart or recovery. Severely degraded performance with functionality unavailable, but the system can operate in a restricted fashion.	Response time 1 hour Workaround time 24 hours Resolution time 96 hours
3	Product features are unavailable, but a workaround exists, and the majority of software functions are still usable. Minor function/feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss of operational functionality.	Response time within 48 hours of standard Help Desk availability hours detailed above Workaround time 10 business days after initial reply Resolution provided in next service pack or SaaS update when ready
4	Product feature requests or enhancements whose absence would not result in a material impact on Customer security or business operations.	Response time within 48 hours of standard Help Desk availability hours detailed above Resolution potentially developed on a case-by-case basis

All support services provided hereunder are subject to Votiro's receipt of all necessary information and assistance from the Customer, as Votiro deems necessary to adequately and efficiently engage in support efforts. Such information and assistance shall include, Votiro's receipt of a complete description of the Issue's symptoms, operation log files, screen shots, source files and details on network layout and architecture.

3. Service Credits

Service Credits are Customer's sole and exclusive remedy for Downtime. If the Monthly Uptime Percentage is less than or equal to 99.9%, and if Customer has fulfilled all of its obligations under the SaaS Agreement and this SLA, Votiro will provide Customer with a Service Credit for the month in which the failure to meet the Software Availability has occurred. Any Service Credit earned by End User hereunder will be applied to the subscription Fees owed by the End User for the next Software Subscription Period for which the Service Credit applies or to an extension term of SaaS agreement. The Service Credit will be calculated in accordance with the table below:

Monthly Uptime Percentage	Service Credit Percentage of monthly Subscription Fees
Between 95.0% - 99.9%	10%
Below 95.0%	20%

In order to receive any of the Service Credits described above, Customer must notify Votiro technical support within seven (7) days from the time on which the Customer becomes eligible to receive Service Credits. Failure to comply with this requirement will forfeit Customer's right to receive Service Credits. Ensure that the following are included in the request:

- The words "Service Credit Request" in the subject line;
- The dates and times, including timezone, of each Downtime event that you are claiming;
- The URL (prod.[us,eu,sg,jp].paralus.votiro.com) of the affected Votiro SaaS environment