

Product and Account Support Service Level Agreement - Processing times for Client Incidents Schedule

This Support SLA governs the provision of Product and Account Support in case of malfunctions of the Productsup Solutions for Client’s functionality requests.

1. Definitions

- 1.1 **“Complete System Outage”** shall mean the absolute unavailability of all of the Solutions’ components.
- 1.2 **“Corrective Action”** means either a final resolution to the error or a temporary workaround or an action plan stating the steps that will be taken in order to solve the error within an estimated timeframe.
- 1.3 **“Incident”** shall mean a support event starting with a failure, a defect or the functional impairment of the Productsup Solutions as reported to Provider by Client. As soon as the support team is informed about the support event by Client to the dedicated support email address, the support event becomes an Incident.
- 1.4 **“Initial Response Time”** means the time it takes to acknowledge the reporting of an Incident.
- 1.5 **“Local Office Hours”** on any Business Day shall mean times from between 9:00 am and 6:00 pm in the following time zone depending on the contracting Provider’s Entity. Where any applicable Order Form indicates Productsup to be the Provider, the following time zones shall apply:

Contracting Productsup Entity	Products Up GmbH	Productsup Corp.	Productsup Pty. Ltd.
Applicable time zone	CEST	EST	AEST

- 1.6 **“Severity Level”** shall have the meaning set out in section 3 of this Schedule.
- 1.7 **“Ongoing Response Time”** shall be the time interval in which updates on the recovery process are shared.

2. Provision of Product and Account Support

- 2.1 Provider reactively answers Client submitted tickets about a malfunction of the Productsup Platform or any related question on functionality, scope as well as configuration. The Client is requested to give as many details as possible, such as links, concrete examples, or screenshots.
- 2.2 Malfunctions of the Productsup Platform should be communicated to the Productsup Support Team via support@productsup.com.

- 2.3 When communicating malfunctions of the Productsup Solutions to Productsup, the Client shall reasonably self-diagnose the impact and recommend, in good faith, an appropriate Severity Level designation. Productsup’s support team shall validate given Severity Level designation or notify Client of a change in the Severity Level designation to a higher or lower level, giving a reason for such change.
- 2.4 When communicating non-system issues (ascribed as Severity Level 4) to the Productsup support team, there can be questions about Platform functionality, scope or best practices in regard to specific setups. The Client will be provided with help articles, step by step explanations or roadmap outlooks in case functionalities are planned, but not available yet. If a desired functionality is not available or in the pipeline, the Client can issue a feature request.
- 2.5 Productsup’s support team responds to support issues based on Severity Levels (as defined below) during Local Office Hours.

3. Processing times for Client Incidents

Severity Level of Client Incident	Description	SLA for Initial Response Time (IRT)	SLA for Corrective Action	SLA for Ongoing Response Time (ORT)
1	An Incident is properly ascribed “Severity Level 1” if the Incident has very serious consequences for normal business transactions and urgent, business critical work cannot be performed. The Incident requires immediate processing because the malfunction can cause serious losses. This is generally caused by a Complete System Outage.	6 hours (Local Office Hours)	1 Business Day	Once every 3 hours (Local Office Hours)
2	An Incident is properly ascribed “Severity Level 2” if normal business transactions are seriously affected, and essential tasks cannot be performed. This is caused by malfunctions of central functions of the Productsup Software or other incorrect or inoperable functions in the Productsup Software that are required to perform essential transactions and/or tasks. The Incident requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.	8 hours (Local Office Hours)	2 Business Days	Once every 6 hours (Local Office Hours)
3	An Incident is properly ascribed “Severity Level 3” if the Incident has few or no effects on normal business transactions. The problem is caused by incorrect or inoperable functions in the Productsup Platform that are not required daily or are rarely used.	One Business Day (Local Office Hours)	n/a	Once every 5 Business Days

4	An Issue is properly ascribed “Severity Level 4” if it is not affecting the functionality of the system. These can be product functionality questions, account configuration questions, or other account requests.	One Business Day (Local Office Hours)	n/a	n/a
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4. Support as an Add-On-Software Subscription.

- 4.1 Customer may request to purchase **24/7 Additional Account Support Add-on**, subject to an additional Order Form and to the description and specification of this line item in the Productsup Platform Solutions Description, to obtain additional support outside of Local Business Hours. 24/7 Additional Account Support may only be purchased as an Add-On-Software Subscription and only in addition to the Scale and Enterprise License Editions.
- 4.2 Customer may request to purchase **Superior or Premium Account Support SLA**, subject to an additional Order Form and to the descriptions and specifications of these line items respectively in the Productsup Platform Solutions Description, to obtain faster support. The Productsup Platform Solutions Description details the response times offered under the Superior and Premium Account Support SLA. Superior or Premium Account Support SLA may only be purchased as an Add-On-Software Subscription. The Superior Account Support SLA Add-on can only be purchased in addition to the Grow, Scale and Enterprise License Editions, and the Premium Account Support SLA on can only be purchased in addition to the Enterprise License Editions.