

## SERVICE LEVEL AGREEMENT - CLM

### Escalation Matrix

#### Level One

<u>Sl. No</u>	<u>Name</u>	<u>Contact Details</u>
<u>1</u>	<u>Client Success support engineers</u>	<a href="mailto:clmcare@signdesk.com">clmcare@signdesk.com</a>

#### Level Two

<u>Sl. No</u>	<u>Name</u>	<u>Contact Details</u>
<u>1</u>	<u>Customer Success team</u>	<a href="tel:08069186968">08069186968</a>

#### Level Three

<u>Sl. No</u>	<u>Name</u>	<u>Contact Details</u>
<u>1</u>	<u>Ganesh A</u> <u>Customer Success Manager</u>	<a href="mailto:ganesh.a@signdesk.com">ganesh.a@signdesk.com</a> <a href="tel:+917010351672">Mobile : +91 7010351672</a>

<u>2</u>	<u>Vishnu Narayanan S</u> <u>Tech Manager</u>	<a href="mailto:vishnunarayanan.s@signdesk.com">vishnunarayanan.s@signdesk.com</a>
<u>3</u>	<u>Sankhadeep Sengupta</u> <u>Sr. Product Manager</u>	<a href="mailto:sankhadeep.sengupta@signdesk.com">sankhadeep.sengupta@signdesk.com</a>

#### Level Four

<u>Sl. No</u>	<u>Name</u>	<u>Contact Details</u>
<u>1</u>	<u>Abhishek Saseendran</u> <u>CEO</u>	<a href="mailto:abhishek@signdesk.com">abhishek@signdesk.com</a>

#### Incident Reporting: Regular Service

The reporting of any incident as specified above needs to be done between business hours 9:30 AM to 6:30 PM IST, via email. Any reports filed after the business hours will be answered and addressed only at the start of next business day, i.e., 9:30 AM IST on the next business day.

Business Day refers to regular working days in Eastern Time Zone, Monday to Friday, excluding public holidays and force majeure.

Business hour is the time-period of 8.00 AM to 5.00 PM Eastern Time Zone within a Business Day.

All incidents (as indicated above) reported (as indicated above) will be redressed within the following time-frame if opted for **Regular** service management and support:

<b>Priority</b>	<b>Response Time</b>	<b>Resolution Time</b>
Critical	12 Business hours	24 Business hours
High	24 Business hours	3 Business days
Medium	24 Business hours	5 Business Days

