

SERVICE LEVEL AGREEMENT

This document forms part of the Master Service Agreement signed between SignDesk and You. Given under this document are the guidelines for the support provided to You after You avail of the SignDesk services. This document works as guidelines on how You can claim the SignDesk Support Service.

AVAILABILITY OF SERVICES

1. The provision of the Service shall, for each Measure Period, meet or exceed the Agreed as per the below criteria:
2. The Actual Availability of the service shall be calculated in accordance with the following formula:

MP-SW-DT

A in % = ----- x 100

MP-SW

A = Availability

MP = Measure Period (in minutes)

SW = Service Windows (in minutes during the MP)

DT = Downtime (in minutes during the MP)

Service Availability Calculation. The percentage of Service availability will be calculated as follows:

$P = ((A - B - C) / (A - B)) * 100$ Where:

P = % Availability

A = Number of hours in a month

B = Planned Downtime

C = Total time of Service unavailability/Outage

The period when the Service was not available will be measured from the time such condition is reported by you and shall end when SignDesk resolves the trouble ticket and informs you that the Service is available. (In addition, if SignDesk is aware of any unscheduled outages, they must inform you within 1 hour through email.)

3. Downtime is calculated from the earlier of:

- a. when an interruption or disruption of the Service has been updated by the SignDesk's system; or
- b. a Trouble Report has been issued by you to SignDesk's Support Portal.

Downtime will end when the Incident has been finally resolved.

INCIDENT REPORTING

Trouble Reports:

In case of an Incident, You or an Authorized User from Your end shall issue a Trouble Report to SignDesk Helpdesk which, as a minimum, shall include the following information:

- a. identity and e-mail address of the submitter of the Trouble Report;
- b. brief description of the Incident and its impact on the performance of the services;
- c. if possible, a brief description on how the Incident can be reproduced; and
- d. the Severity Level of the Incident (Critical/Serious/Minor as per the Incident Priority Matrix below), which shall be reasonable;
- e. any other special information relating to the Incident.

The user can report the incident to the SignDesk support team within 5 business days of the occurrence of the incident.

1. Before taking any action SignDesk will authenticate the validity of the claim using the required methods.
2. SignDesk will make all reasonable efforts to provide the best support possible if the claim is proven to be under SignDesk's control.

SUPPORT

1. Mode of support - Email (email address)
2. Availability of support - Monday to Friday, 9:30 AM to 6:30 PM
3. Any reports filed after the business hours will be answered and addressed only at the start of the next business day, i.e., 9.30 AM next business day.

SEVERITY LEVELS

An Incident shall be classified in accordance with the below Severity Level classifications. Re-classification of a Severity Level can be done through a written agreement between the Parties.

Priority Class	Description
Critical	Portal is down or not functioning or any of the users are not able to access the system.
High	<u>Minor loss of service.</u> The impact is an inconvenience, which may require a workaround to restore functionality. Operation of the Software by a user is not adversely affected.
Medium	<u>A minor issue causing an inconvenience.</u> There is no loss of service. The impact does not impede the operation of Software.

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:

Service Levels - Incidents

SignDesk shall resolve Incidents, in accordance with the below Service Levels.

Priority	Response Time	Resolution Time
Critical	12 Business hours	24 Business hours
High	24 Business hours	3 Business days
Medium	24 Business hours	7 Business Days

PACKAGE SUBSCRIPTION (if additional services required)

Standard

1. Standard storage is for 7 days
2. Support - on email and phone during working days between 10:00 am - 6:00 pm

3. Co-branding - No

Premium

1. Storage upto 3 months - ₹ 15,000
2. Support 24/7 on email or call - ₹ 10,000 every month
3. Co-branding - Starting at ₹ 30,000 & varies based on requirement + Onboarding fee
4. Disaster recovery - ₹ 10,000 every month

ESCALATION MATRIX:

SignDesk ESCALATION MATRIX

Level One

Sl. No	Name	Contact Details
1	Ticketing System	Log into SignDesk portal and access Ticketing System
2	Client Success support engineers	care@SignDesk.com

Level Two

Sl. No	Name	Contact Details
1	Customer Success team	08069186966 080869186955

Level Three

Sl. No	Name	Contact Details
1	Ganesh A Customer Success Manager	ganesh.a@SignDesk.com Mobile : +91 7010351672
2	Sandesh Acharaya Tech Manager	sandesh@legaldesk.com
3	Pallavi Basavaraj Ops Manager	pallavi@legaldesk.com

Level Four

Sl. No	Name	Contact Details
1	Abhishek Saseendran CEO	abhishek@signDesk.com

SUPPORT EXCLUSIONS

SignDesk wouldn't be able to correct any Errors or provide any other support to the extent such Errors or need for support was created in whole or in part by:

1. Your acts, omissions, negligence or willful misconduct, including any unauthorized modifications of the System or its operating environment;
2. In case of any failure or defect of the Your or a third party's equipment, software, facilities, third party applications, or internet connectivity that You use to avail the Product (or other causes outside of Sign Desks firewall);
3. Your use of the System other than in accordance with the System's documentation; or
4. Force Majeure Event.

