

Customer Service Level Agreements

Please refer to the below Service Level Agreements for Customer Support, Payment File Monitoring, and System Uptime.

Contacting PaymentWorks Customer Support Team

Support is provided through two primary channels –

1. Online: Within the PaymentWorks application there are video tutorials and detailed help documents.
2. Webform: Users can submit a support ticket by clicking on the help icon within the application.

Customer Support Hours

Live support (via email) for all routine support requests is available during normal US business hours (8:00 AM to 8:00 PM EST) excluding weekends and US holidays.

PaymentWorks will confirm receipt of the support request by support ticket to verify the existence of the problem, analyze its cause, and report back to the Customer. PaymentWorks Support commits to responding within 1 business day of receiving the ticket for the first response.

In the rare event of a widespread issue, a banner may be added to the platform or ticketing service center to serve as a response or notification.

Customer Support Priority and Response Times

Priority	Response Time ¹
P1 - High	1 hour
P2 - Medium	6 hours
P3 - Low	12 hours

¹ "Response Time" is in business hours

Priority 1 means critical production issues in the PaymentWorks Platform affecting the Customer or its Suppliers. Examples of Priority 1 issues are: (1) the PaymentWorks Platform is down or unavailable, (2) a critical component of the Platform is unavailable or inaccessible, resulting in total disruption of work or critical business impact to Users.

Priority 2 means bugs in the PaymentWorks Platform are affecting some but not all Customers or Users. Short-term workaround is available, but not scalable long-term. Examples of Priority 2 issues are: (1) the Platform is operational but partially degraded for some or all Customers and an acceptable workaround or solution exists; (2) a problem with a non-critical feature or functionality exists in the Platform.

Priority 3 means inquiries regarding a routine technical issue with the PaymentWorks Platform. This could include education requested on Platform capabilities, navigation, or configuration and bugs affecting a small number of Customers or Users. An acceptable workaround is available. Examples of Priority 3 issues are (1) minor problems in the Platform that are not impactful to service functionality; and (2) minor issues in the Platform that do not affect delivery or use.

Payment File Monitoring

For Customers who choose to utilize our payment processing and indemnification services, the below service level agreement applies:

- PaymentWorks will monitor for payment instruction file failures and errors M-F, 8:00 AM to 8:00 PM EST. Any issues or inquiries (SFTP, configuration, decryption, etc.) received outside of these hours will be handled on the next business day.
- The Customer should contact PaymentWorks' Support team for assistance with file failures or other payment-related issues.
- In the event of a file failure or error preventing transmission to the Customer's bank, PaymentWorks will notify the customer via email.

Platform Availability

PaymentWorks commits to making our platform and all associated components available 99.5% of the time using commercially reasonable efforts 24 hours a day, 7 days a week, except for:

- planned downtime (of which we will provide at least 8 hours of electronic notice and will be scheduled to the extent practical during the weekend hours between 6:00 p.m. Friday and 3:00 a.m. Monday ET)
- any unavailability caused by circumstances beyond our reasonable control, including, for example, an act of God, act of government, flood, fire, earthquake, pandemic, civil unrest, act of terror, strike or other labor problem, Internet service provider failure or delay, or denial of service attack

Additionally, we will provide commercially reasonable platform uptime reporting capabilities to the Customer as requested.