

Authorium, Inc. Service Level Agreement

This is made part of Authorium’s Terms of Use and incorporated herein by reference.

Authorium will use commercially reasonable efforts to make your Site or Site Applications (e.g., Authorium subscription services under an order) available with an Annual Uptime Percentage, as described below, during any annual billing cycle (the “Service Commitment”). In the event Authorium Service does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

Service Credits are calculated as a percentage of the SaaS Support and Maintenance charges paid by you for your applicable Authorium Instance(s) affected for the billing cycle in which the Annual Uptime Percentage fell within the ranges set forth in the table below.

- “Annual Uptime Percentage” is calculated as follows:
 - Annual Uptime Percentage = $((\text{Total Time} - \text{Downtime}^*) / \text{Total Time}) \times 100$
 - *Does not include scheduled maintenance windows
- A “Service Credit” is a dollar credit, calculated as set forth above, that we may credit back to an eligible Customer account.

Service Level	Service Credit
99.5% - 100%	No Credit
Below 99.5%	5%

Report

Customers can access real-time monthly uptime status and history. Additionally, we offer monthly reports that are emailed to customers. The reports contain the following information:

- **Overall Uptime Percentage:** A summary of the service availability, calculated as the percentage of total available time versus downtime within the subscription annual period.
- **Downtime Incidents:** Detailed logs of any downtime events, including the date, time, duration, and the cause (e.g., maintenance, unexpected outages).

Claiming a Credit

If the Annual Uptime Percentage applicable to the annual period is less than the applicable Service Commitment, then we will issue the Service Credit to you against your renewal **software** subscription fees for the upcoming annual period.

Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of Customer Site, or any other Authorium performance issues: (i) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of Authorium; (ii) that result from any actions or inactions of you; (iii) that result from your equipment, software or other technology; (iv) free or no cost

subscriptions or pilot or proof of concept periods; or (v) arising from our suspension or termination of your right to use or access the Customer Site in accordance with the Authorium Terms of Service (collectively, the “Authorium SLA Exclusions”). If availability is impacted by factors other than those used in our calculation of the Annual Uptime Percentage, then we may issue a Service Credit considering such factors at our discretion.

Help Desk Service

Authorium provides world-class help desk and support service to our clients. With self-help, guided learning, all the way to multi-tier help desk support, Authorium provides assistance where necessary.

Help Desk service will be available Monday through Friday, 7:00 am to 6:00pm ET, excluding State of Florida holidays. With multiple intake channels listed below, Authorium will capture data, tickets, specific training needs, and resolve issues of our customers:

- Critical Issues (PO) Phone number: For issues deemed as potential PO severities, clients can call 877- 797-4982.
- Email: Clients can contact support via email at support@authorium.com
- Chat: Live chat support is available from 7:00am - 6:00pm ET, providing real-time assistance for immediate concerns.

Authorium will acknowledge the client’s help desk inquiries within 24 hours of receiving the inquiry. If an inquiry is not resolved within 48 hours, Authorium shall provide a status update to the client every 72 hours, until a resolution is provided.

Issue Severity	Description	Basic	Premium	Enterprise
PO	A service defect causing an outage for an in-production solution has resulted in a complete loss of service with	<i>Issues prioritized and triaged, but response times may</i>	<i>Issues prioritized and triaged, but response times may</i>	30 minutes

	no available workaround or data loss	<i>vary</i>	<i>vary</i>	
P1	A service defect that materially impacts functionality of an in-production solution; partial or perceived loss of system functionality or data	1 business day	4 business hours	4 business hours
P2	A defect that does not critically affect essential functionality, but for which a workaround is available	1 business day	1 business day	1 business day

P3	A defect that has limited impact on the user experience- they may be cosmetic or minor usability concerns that do not disrupt system functionality	3 business days	3 business days	3 business days
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“Business day” is a full business day on Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time, excluding major U.S. holidays. A business day does not include a partial business day.