

Service Level Agreement

1. Agreement Overview

This Service Level Agreement (“SLA”) applies to Customer’s use of Grazitti’s SearchUnify Platform subscription services (“SearchUnify Platform”) and is governed by the applicable Order signed between the parties. This SLA does not supersede current processes and procedures unless explicitly stated herein. This SLA remains valid until superseded by a revised agreement mutually endorsed by the parties.

2. Definitions

- **“Disaster”** means a reasonably unpredictable or sudden calamitous event out of Grazitti’s control, such as an accident or a natural catastrophe, which causes heavy damage to the company infrastructure and results in a loss of SearchUnify Platform for one or more customers.
- **“Downtime”** means the time period during which SearchUnify Platform is not responding to search requests generated by Grazitti’s monitoring software. Downtime does not include Excused Downtime.
- **“Excused Downtime”** means any Downtime that (i) is caused by a Scheduled Maintenance, (ii) is requested by Customer, (iii) is caused by an Emergency Maintenance, (iv) is associated with customer’s hardware, software, and ISP, (v) is a result of customer’s misuse of SearchUnify Platform, (vi) results from customer’s breach of the Agreement, or (vii) results from issues with a particular part of software or equipment installed at customer’s premises
- **“Emergency Maintenance”** means those periods of time when SearchUnify Platform is unavailable so that it may repair incidents prioritized as critical problems. Emergency Maintenance will be performed as is necessary. The Customer would be informed of such maintenance in as much advance time as possible and feasible.
- **“New Releases”** means a periodical event during which software, security, performance and architectural upgrades are introduced in SearchUnify Platform.
- **“Search Response Time”** means the amount of time taken by Grazitti to return a response to a search request.
- **“Support Services”** means the support and maintenance services included in the Order.
- **“Scheduled Maintenance”** means maintenance activities (including New Releases) on regular intervals to improve performance and other optimization attributes.

- **“Severity 1”**- means the situation halts Customer business operations and no procedural workaround exists.

- SearchUnify Platform is down or unavailable

Severity 1 issues require the Customer to have dedicated resources available to work on the issue on an ongoing basis with the Grazitti support team.

- **“Severity 2”** means the situation is causing a high impact to portions of Customer business operations and no reasonable workaround exists.

- Important features of SearchUnify Platform are not available

- **“Severity 3”** means a routine technical issue; information requested on SearchUnify Platform capabilities, installation or configuration and acceptable workaround available.

- **“Uptime”** shall be calculated as follows:

Total number of minutes in a given period = (Downtime - Excused Downtime) * 100 / Total number of minutes in a month.

3. Service Commitment

The following detailed service parameters are the responsibility of Customer and Grazitti in the ongoing support of this SLA.

3.1. Service Scope

The following Services are covered by this SLA:

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check

3.2. Customer Requirements

Customer responsibilities and/or requirements in support of this SLA include:

- Availability of customer representative(s) when resolving any of the Severity or requests.

3.3. Grazitti Requirements

Grazitti responsibilities and/or requirements in support of this SLA include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

3.4. Service Assumptions

Assumptions related to in-scope services include:

- Changes to SearchUnify Platform will be communicated and documented to Customer.
- Grazitti will communicate via email unless otherwise agreed in writing. Customers will provide contact names and email addresses for SearchUnify Platform to use for communication (the “Communication Protocol”)

3.5. Exclusions

This SLA is made available only to SearchUnify Platform. This SLA does not apply to the following:

- Trial releases
- Non-production environments including Sandbox but not limited to, test, disaster recovery, quality assurance, or development.
- Any claim made by Customer’s guests, participants, and invitees.

4. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

4.1. Server Uptime and Maintenance:

SearchUnify Platform will be available 99.50% uptime in every calendar month during the Subscription Term. In the event, Grazitti fails to provide the services in compliance with this SLA. Grazitti shall use all commercially reasonable efforts, being no less than accepted industry standards, to remedy such failure as soon as reasonably possible.

For the avoidance of doubt, downtime caused directly or indirectly by any of the following shall not be considered a breach of this SLA, (a) a Force Majeure Event (b) a fault or failure of the internet or any public telecommunications network (c) a fault or failure of the Customer’s computer systems or networks (d) any breach by the Customer of this SLA (e) Scheduled Maintenance carried out in accordance with this SLA (f) Emergency Maintenance as mentioned in this SLA.

4.2. Disaster Recovery

- Recovery Time Objective – 7 days
- Recovery Point Objective – Daily (Backup is taken on an hourly basis)

5. Support

5.1. Grazitti will make technical support available to the Customer at <https://community.SearchUnify Platform.com/support> and +1 202 8732724. Grazitti's support personnel will provide remote assistance for help in using and operating the system and to accept reports of errors in the system. Grazitti will ensure that each of its personnel performing any maintenance and support services are experienced, knowledgeable and qualified in the use, maintenance and support of the system. Contact information for technical support is at <https://community.SearchUnify Platform.com/support> and +1 202 8732724.

Grazitti may change any of the foregoing contact information from time to time by delivery of not less than 07 days prior written notice, so long as at least one number or address is at all times available for each means of contact.

5.2. Support Contacts & Registration

With a Support Plan, Customer can predetermine and identify a Primary Technical Contact. A Technical Contact is responsible for: Submitting changes/updates to contact information and license information. Managing all other contacts within the Customer's organization.

Support Plan	
Service Status Page	Yes
Email Support	Yes
Phone Support	Yes
Help Centre/ Admin Panel Users	15 Users
Support Hours	24 x 7
Severity Type	Initial Response Time
Severity 1	45 minutes
Severity 2	4 hours
Severity 3	24 hours
Training / Consulting	10 hours
Customer Success Manager	Yes

**An Incident may require further investigation based on the initial diagnosis. In such an incident, the SLA would not apply and a new timeline would be communicated to Customer. Also, certain incidents may not be pertaining to SearchUnify Platform core and may be the result of custom code written for a particular customer and the same would also alter the SLA response timeline.
