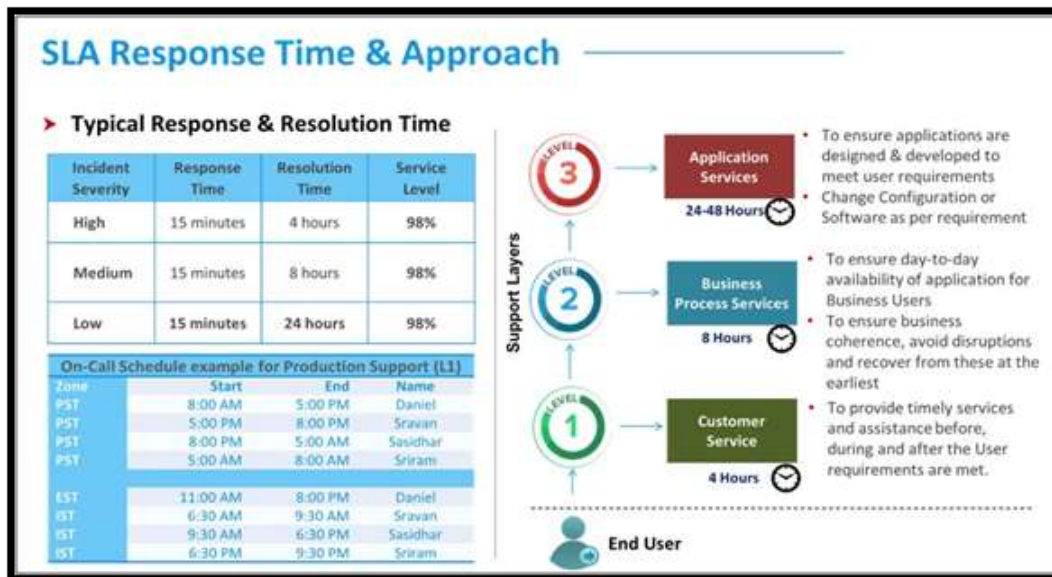
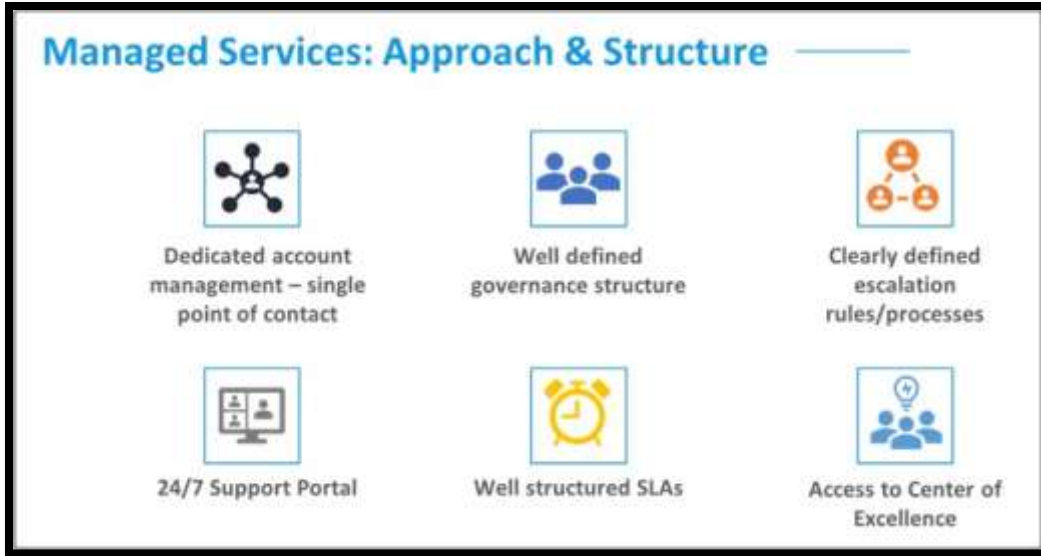


SERVICE LEVELS AGREEMENT

This Section represents an (“SLA”) between KTech and CLIENT for the provisioning of the Services defined in this SOW. Revisions to the SLA will be managed as part of a scheduled Service Management Review and handled as a change to SOW via the Service Change Management process defined in the SOW. The addition or removal of Services and SLAs will also be managed via the Service Change Management process. The regular support hours will be Mon -Fri 8 AM to 5 PM PST which excludes US holidays. However, severity-1 issues will always be handled before and after business hours.





- A. Service Request response time Service Levels: The Response/Resolution Times are calculated as [number of Service Requests within the defined response/resolution time respectively / total number of Service Requests]. All metrics are measured and reported monthly.

Service Request Priority	Response Time	Resolution Time	Service Level
1: High	15 minutes	8 hours	98%
2: Medium	15 minutes	1 business day	98%
3: Low	15 minutes	2 business days	98%

- B. Incident response time Service Levels: The Incident Response/Resolution Times are calculated as [number of Incidents within the defined response/resolution time respectively / total number of Incidents].

Incident Severity	Response Time*	Resolution Time*	Service Level*
1: High	15 minutes	4 hours	98%
2: Medium	15 minutes	8 hours	98%
3: Low	15 minutes	24 hours	98%

* The regular support hours will be M-F 8 AM and 5 PM CT which excludes US holidays. However, severity-1 issues will always be handled after business hours.

Resolution time is defined as the length of time to complete the requested task or activity or restore affected Services to their operational profile.

- Service Requests with High Priority - resolution times are measured from the receipt of the Service Request 24/7.

- Service Requests other than High Priority – resolution times are measured from receipt of the Service Request and during the Primary Hours of Operation from abovementioned table.
- All Incidents are measured from receipt of the Incident 24/7.

Priority Definitions:

Service Request Priority Levels are categorizations of requests based on the urgency of a request to address a user’s need and are defined in the following table.

Priority	Business Impact
1: High Organization Critical	Emergency. The service needs to be provided as soon as possible. Major impact on more than one person or VIP if Service is not provided.
2: Medium Customer Critical	The requestor cannot carry out normal work responsibilities and no alternative is available if Service is not provided.
3: Low General Request	The requestor can carry out normal work responsibilities and/or a temporary alternative is available until Service is provided. Enhancement, planned Service, general application

Severity Definitions:

Severity Levels are categorizations of incidents on the impact an incident has on the business operations and are defined in the following table.

Severity	Business Impact
1: "High"	An Incident affecting a business-critical application or Service that affects a high number of Users and for which a delay in restoration of Service is not acceptable. It needs to be resolved as soon as possible. Major impact on more than one person or VIP. An outage or a major loss of functionality of a business-critical application. Illustrative examples of Sev1 Incidents include: A major loss of functionality affecting online software or batch commitments. Multiple applications and/or business units affected (for example, the loss of an entire cluster or a production database supporting multiple applications) Loss of a network component (or another equipment failure) that has a major impact on business functions impacting large Workgroups and/or multiple sites.
2: "Medium"	An Incident affecting a business important application or Service is significantly degraded wherein a high number of Users cannot carry out normal work responsibilities, no alternative is available, and for which a delay in restoration of Service is not acceptable. Illustrative examples of Sev2 Incidents include:

	<ul style="list-style-type: none"> • Potential medium impact loss of functionality affecting RPA BOT software or batch commitments, for which preventive action must be taken immediately to prevent an outage. • A medium impact loss of functionality affecting the application, single business unit, or multiple small Workgroups. For which a satisfactory CLIENT agreed workaround or bypass is available, but the functionality remains materially degraded
3: "Low"	<p>An Incident affecting normal (non-critical or important) applications and a limited number of Users. The system or component is down or degraded, but the requestor can carry out normal work responsibilities, and/or a temporary alternative is available. Low or no visibility that has no direct impact on systems, CLIENT, Users, or revenue.</p> <p>Illustrative examples of Sev3 Incidents include:</p> <ul style="list-style-type: none"> • A partial or limited loss of functionality • Minor application errors • Database, server, or application access problems • An isolated impact on business units • An impact limited to a single user and does not involve a critical or important application. • No apparent loss of functionality and only minor functions impaired • No impact on business units • A condition that may signal the need for preventative maintenance. • System processing or results are deemed to be misleading or confusing to the End-User. • End-User or system documentation related to a production system found to be erroneous or misleading.