



myMeta Digital Adoption Platform

Service Level Agreement





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Service Level Agreement

This document defines the minimum service levels guaranteed by myMeta Software Inc. and outlines the methods and times of intervention in cases of malfunction of the services provided as part of the management of myMeta.

Components of the Service

The scope of the services / activities covered by this document relates to the bug fixing activities applied to myMeta solution.

It should be noted that the myMeta production extension uses Google Cloud Storage, a scalable infrastructure from Google, dedicated to hosting static files.

The entire storage of the Google Cloud Storage service guarantees:

- almost instantaneous scalability of the service, up to a practically infinite number of users
- service availability greater than 99.95%
- maintenance of the annual figure of 99.999999999%
- the best latencies available on the Internet

More information is publicly available in the supplier's FAQ, which can be reached at the link <https://cloud.google.com/storage/sla>

Service quality control specifications

The service levels are calculated in the time slot indicated below. The service levels will be applied only to the extent of myMeta's direct responsibility.

Parameters for measuring the service

Priority

It is the parameter that defines the contents and timing for intervention on the reported event and is linked to the level of service.

The following table defines the severity linked to the event.

Each issue will be assigned a level of severity which will determine the process and timing of resolution.

Severity	Description
1. Critical	Serious problem that prevents the use of the site hosting myMeta due to a serious defect of the hosted application.
2. Medium	Problem on the application that hinders the guided use of a fundamental process, still allowing its execution.
3. Normal	Problem on the application that does not result in a significant and immediate dysfunction, which slows down but does not prevent operation.

Time of taking charge / response

This is the time that elapses between receiving the report and myMeta taking charge of the problem.

Within the established maximum time, the report must be dealt with by myMeta with communication of the first evidence on the problem and the Work Plan to be undertaken for the diagnosis and / or resolution.

By Work Plan we mean the procedural process (in terms of actions and plans) that you intend to undertake, both to obtain a correct problem determination and to resolve the problem.

The takeover time should not be confused with the resolution time.

Service delivery channels

Unless otherwise specified, requests for intervention are made exclusively via e-mail at the address support@mymetasoftware.com or via ticketing system.

Service Level Indicators

The service levels are measured, except for the availability of the systems, with the times of taking charge and / or delivery of the same expressed in hours.

Full operation is guaranteed from Monday to Friday from 09:00 to 18:00; midweek holidays (as per the working calendar) are considered non-working days.

Description of the Service Levels

The service is provided according to the following timeframes:

Severity	Description	Maximum time to take charge	Indicative time of resolution or work-around
1. Critical	Serious problem that prevents the use of the site hosting myMeta due to a serious application defect.	4 Hours	8 Hours
2. Medium	Problem on the application that hinders the guided use of a fundamental process, still allowing its execution	8 Hours	32 Hours
3. Normal	Problem on the application that does not result in a significant and immediate dysfunction, which slows down but does not prevent operation	8 Hours	To be discussed with the Product Manager

Compliance with the service levels for taking charge of reports cannot disregard the ways in which they are processed. It is not the intention to guarantee the acceptance of reports made on different channels or with methods different from those indicated.