Last Updated:
May 6, 2024

Remesh Service Level Terms

Technical Support

Remesh provides technical support to assist customers in its use of its SaaS Software, to resolve Errors, and to communicate information and provide notices regarding the SaaS Software ("**Support**").

For purposes hereof, "**Error**" shall mean technical problems causing the SaaS Software not to conform to the terms of the Order and/or SaaS Software Documentation.

Phone Support

Remesh shall provide telephone Support during standard business hours from 9 AM Monday through 5 PM Friday, EST, excluding Remesh recognized holidays ("**Business Hours**" or "**Business Day**" as applicable). Remesh's Support line can be reached by dialing (866) 432-6534 or, where applicable, the direct number for Customer's assigned support or sales representative. Customer can also engage Remesh's Support team by submitting a support ticket. In addition, Remesh provides technical Support through an automated process, on an emergency basis (24x7) for the SaaS Software for Severity Level 1 Errors.

Ticket Support

Customer can also engage Remesh's Support team by submitting a ticket at https://live.remesh.chat/dashboard/contact-us

Online Help and Documentation

The Remesh SaaS Platform contains a reference section with a library of online documentation and tutorials. This online self-service section is available to all provisioned Customer SaaS Platform licensed users.

Administration

Customer has access to the basic administration services outlined below.

- User maintenance (admin provisioning, password resets)
- Troubleshooting assistance
- Response to general inquiries

Customer's licensed users with the "Administrator" role can manage Customer's other licensed users and teams.

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Support Case Severities and Initial Response Times

Remesh shall endeavor to respond to a report of an Error notified by Customer within the time frames specified below based on the Severity Level.

Severity	Definition	Standard Initial Response Time
Severity Level 1 – "Critical"	**Failure in the production operation** of the Remesh SaaS Software causing severe impact on ability to access Remesh's SaaS Platform and/or use business-critical functionality of the SaaS Software. No acceptable workaround in place.	4 Business Hours
Severity Level 2 – "High"	**Intermittent failure in the production operation** of the Remesh SaaS Software that causes moderate degradation in performance or functionality, resulting in an operational impact on ability to access Remesh's SaaS Platform and/or use business-critical functionality of the SaaS Software. No acceptable workaround in place.	8 Business Hours
Severity Level 3 – "Medium"	**Minor impact in the production operation** of the Remesh SaaS Software where the SaaS Software is operational, but a technical issue exists that may need resolution. This includes issues where an acceptable workaround is usually available and/or a documentation issue exists.	2 Business Days
Severity Level 4 – "Low"	**Low or no impact in the production operation** of the Remesh SaaS Software where the issue(s) do not impede operations and are limited to user questions and enhancement requests.	2 Business Days

Service Level:

Availability Guarantee. Remesh shall endeavor to maintain the Availability Percentage (as defined below) of the SaaS Software at or above ninety-eight percent (98%) during any calendar month. "**Availability Percentage**" is expressed as the percentage defined as (i) the total number of minutes in a calendar month less any Downtime (as defined below) during any particular calendar month divided by (ii) the total number of minutes during such calendar month. "**Downtime**" is expressed as the number of minutes during

a particular calendar month that the SaaS Software does not respond to a request from the SaaS Platform point of demarcation (i.e., the outbound firewall/VPN device) but expressly excludes any downtime resulting from (i) any planned maintenance and support, not to exceed 8 hours per calendar month, which shall generally occur on average twice per calendar month during maintenance windows between the hours of 9PM EST and 4AM EST or on non-Business Days (which Remesh shall notice on the SaaS Platform or provide notice via email at least 3 Business Days in advance) or such other mutually convenient time as agreed upon between the parties; (ii) an event of Force Majeure as described in the Agreement; or (iii) events outside Remesh's control including without limitation internet failures or issues caused by Customer's software or systems.