

Last updated: 11/20/2020 at 5:00pm

# Service Level Agreement

## Support Terms (“ST”)

This document sets out the Support Terms relating to COMMUNICO LLC’s (“Communico”) performance of certain of COMMUNICO’s obligations under Communico, LLC’s Digital Publishing Platform Standard Terms and Conditions of Use. It forms part of and should be read in conjunction with the Digital Publishing Platform Standard Terms and Conditions of Use. All capitalized terms in this document shall have the meanings defined for them in the relevant Digital Publishing Platform Standard Terms and Conditions of Use unless expressly stated otherwise.

## Support Hours

Support will be available between the hours of 08:00 to 22:00 Eastern Standard Time, Monday to Friday excluding public holidays.

## Issue Management

As soon as Licensee reasonably becomes aware of an Issue one of Licensee’s Support Contacts shall notify COMMUNICO by using the online portal, which shall be referred to as an “Issue Notification”.

Each Issue Notification shall include the following information:

1. Customer’s organization name; and
2. The name of the person reporting the Issue; and
3. Details of the Issue.

Licensee shall use Licensee’s reasonable endeavours to provide COMMUNICO with any further information or data that COMMUNICO might reasonably require in order to correctly diagnose and resolve an Issue. Licensee agrees that COMMUNICO cannot begin the process of Issue resolution until COMMUNICO has been able to replicate the Issue, and Licensee shall provide COMMUNICO with all reasonable assistance required to enable COMMUNICO to do so.

COMMUNICO shall notify Licensee’s Support Contacts online or by email when COMMUNICO believes that the Issue has been resolved. Unless COMMUNICO receives notification from Licensee to the contrary within three (3) Business Days of such notification, such Issue shall then be considered to be closed.

COMMUNICO shall use COMMUNICO’s reasonable endeavours to resolve each Issue notified to COMMUNICO within the following timescales:

| Category   | Response Time   |                | Resolution Time |
|------------|-----------------|----------------|-----------------|
|            | Acknowledgement | Follow-up      |                 |
| Severity 1 | 1 hour          | 2 hours        | 2 working days  |
| Severity 2 | 4 hours         | 6 hours        | 5 working days  |
| Severity 3 | 1 working day   | 5 working days | 10 working days |

Note that only time elapsed during the Support Hours shall be used in determining compliance with the response and resolution times set out above. This means, for example, that if the Support Hours were from 09:00 - 17:00, a response time of 24 hours would equate to three working days. These times shall automatically be extended by any periods during which COMMUNICO is waiting for further information from Licensee to enable COMMUNICO to resolve a particular Issue.

COMMUNICO shall categorize each Issue in accordance with the following definitions:

| Category   | Description   |
|------------|---|
| Severity 1 | Customer’s use of the Digital Publishing Platform is severely degraded, such that Customer is unable to access core functionality, with a direct impact on Customer’s business processes.   |
| Severity 2 | Customer’s use of the Digital Publishing Platform is degraded, such that Customer’s access to some functionality, which is key to Customer’s business processes, is limited or unavailable. |
| Severity 3 | A non-urgent issue that requires investigation.   |

Communico reserves the right to amend these terms, from time to time, in Communico's sole discretion, subject only to Customer's right to object to said amendments within thirty (30) days from the date of mailing of written notice to Customer by Communico. In the event of Customer's objection to an amendment(s), said amendment(s) shall not become effective until the renewal of the Contract in accordance with the terms therein.



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