Teamline

Service Level Agreement

<u>General</u>

1.1 Introduction. This service level agreement (the "SLA") sets forth the relevant service levels in relation to the App Platform as provided by Teamline to Customer under an applicable Order Form. All 'Program Manager' edition subscriptions include 'Priority Support' service level as set forth in this SLA, which includes enhanced uptime and support.

 1.2 Definitions. All capitalized terms used in this SLA that are not otherwise defined herein, shall have the meaning given to them in the Agreement. Unless otherwise specified, any reference in this SLA to a section or other subdivision is a reference to a section or subdivision of this SLA.

1.3 <u>Support Functionalities.</u>

Teamline provides for the following support functionalities at the addresses provided:

Platform Documentation: https://teamline.ai/terms

Support Portal: https://help.teamline.ai

Support e-mail: hello@teamline.ai

All support requests (incidents and change requests) need to be reported by submitting a ticket in the Teamline Support Portal (the "Support Portal"). This enables for all required information to be properly logged and tickets can be addressed in the fastest and most efficient manner. The Support Portal provides all information about the progress and status of raised tickets.

Critical incidents reported in the Support Portal have to be followed by a video call in order to immediately determine the best communication line while handling the ticket.

1.4 <u>Support Process.</u>

After submission in the Support Portal, Teamline will analyze the ticket and, if applicable, try to reproduce the incident or evaluate the completeness of the information of a change request. If Teamline determines the root cause of the incident is the App Platform, Teamline will resolve the issue according to the assigned priority, as defined under section.

1.5 (Priority Levels). If the root cause of a reported incident is deemed to be an external failure (i.e. the root cause is not the App Platform, but e.g. the (model of the) Teamline Application), Teamline shall inform Customer of such fact and Teamline will have no obligation to resolve such issue. However, in such case Teamline shall use reasonable efforts in supporting Customer in resolving the incident which may include involving Teamline Expert Services.

1.6 <u>Priority Levels.</u>

Priority levels are determined based on impact and urgency, as attributable to Teamline as set forth below.

Impact:

(i) High: a high priority production incident with a high impact on Customer's business, impacting (almost) all users

(ii) Medium: a production incident with intermediate impact on Customer's business, impacting a group of users

(iii) Low: a trivial (production) incident with no impact on the customer's business Urgency:

(i) High: operational functionality is severely disrupted

(ii) Medium: operational functionality is limited disrupted

(iii) Low: operational functionality is not/hardly disrupted

Urgency:

(i) High: operational functionality is severely disrupted

(ii) Medium: operational functionality is limited disrupted

(iii) Low: operational functionality is not/hardly disrupted

Urgency	Impact		
	High	Medium	Low
High	Critical	High	Medium
Medium	High	Medium	Low
Low	Medium	Low	Low

1.7 <u>Support Hours.</u> Support via the Support Portal is limited to the support hours as set forth in the table below. For purposes of this SLA, "Local Time" means the time zone for the location of the Teamline entity Customer is contracting with under the Agreement; Teamline observes the national and/or public holidays for the same location:

• Agile Factory Limited (UTC +8) Hong Kong, Hong Kong SAR

Support hours	Office Hours: Monday – Friday 11:00 – 20:00 Hong Kong time (excluding national holidays)

2. <u>Teamline app</u>

2.1 <u>Teamline</u>

he App Platform refers to all software provided by Teamline, including but not limited to: Teamline website(s), Support Portal, Partner Portal, Teamline MS Teams app, Teamline Slack app, Teamline JIRA app and Documentation. For the avoidance of doubt, Customer Data and the Application Model are not part of the App Platform.

2.2 Availability.

Target Availability. Teamline will use commercially reasonable efforts to make each Service available with an uptime of 99.8% of each calendar month ("Target Availability").

If Teamline fails to meet the Service Availability SLA during any one calendar month period, then you may apply for a service credit (the "Service Credit(s)") in the amount of individually discussed sum.

2.2 <u>Escalations</u>

At any time during your subscription with Teamline, an escalation may be initiated after the SLA Response or Resolution time has lapsed. If you have worked through our standard support processes and with our teams and you are not satisfied with the level or timeliness of service you received, you can escalate accordingly. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is substantial risk to the business operations. The entry point into the Teamline escalation process is through your support case. Please note that for an issue to be escalated, a support case must be created.

Escalation can be initiated by either:

(i) within the Teamline Support Portal

(ii) via email to hello@teamline.ai detailing your organization name, description of the issue at hand and reason for initiating the escalation process. Further details regarding Teamline' Escalation Management Process may be obtained from the Platform Documentation.

2.3

<u>Service Level Credits</u>

Service level credits may be applied where Teamline exceeds the Resolution Time of Critical Incidents twice or more. In this case, Teamline may refund a portion of the subscription fee in accordance with the below table by individual customers request. Service level credits do not apply if Teamline cannot meet the Resolution Time due to a situation of force majeure (e.g. natural disasters, terrorism and war) and circumstances that are reasonably beyond Teamline' control.

3. Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of the Services:

1. that is caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of our Services;
2. that results from any actions or inactions of you or any third party;
3. that results from your equipment, software or other technology and/or third party equipment, software or other technology
4. that arises from our suspension and termination of your right to use our Services in accordance with our Terms of Service

4. Scheduled Maintenance.

"Scheduled Maintenance" means Teamline's scheduled routine maintenance of the Services for which Teamline notifies Customer at least twenty-four (24) hours in advance. Scheduled Maintenance will not exceed eight (8) hours per month. Teamline typically performs Scheduled Maintenance once per month.