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This Service Level Agreement (SLA) documents work performed under the Master Services Agreement (MSA) between the “Customer” and EdCast, which is hereby incorporated by reference. This SLA does not affect any existing MSA as to the subject matter contained herein. In the event of a conflict between this SLA and the MSA, the terms of this SLA shall prevail. Any further changes in the scope of services as set forth in the original MSA or this SLA shall be agreed upon in writing by the parties.

1 INTRODUCTION

EdCast undertakes that the Services will be performed in compliance with all terms and conditions of this Agreement, Customer's policies and procedures as set out in this Agreement and all applicable laws and regulations applicable from time to time. This Section sets out the service levels, which shall be monitored and against which the actual performance indicators shall be measured and reported. The service levels will be measured, reported, and tied to credits and other remediation activities as provided for under the Agreement. The Customer can get access to incident reports and service level status via Edcast Service Cloud portal.

2 SUPPORT PROCESS OVERVIEW

Below is an overview of the EdCast Support process.

1. EdCast support team provides Tier 2 support (works with Customer's Tier 1 team for all issues reported).
2. The Customer's team (Tier 1) is responsible for being the primary first point of contact for their users and report and work with EdCast's Support team if needed.
3. Report issues of all severity in the Customer Service Portal.
4. Based on the severity of the issues, EdCast Support team will contact you with an update on the issue either electronically or via phone.
5. If further information is needed then the EdCast Support team will indicate this.
6. All ETA of the issue resolution will be updated in the support ticket.

3 SERVICE AVAILABILITY

Company shall deliver Application Services availability of 99.5% (the "Availability Requirement"). Availability excludes downtime due to Scheduled Maintenance As defined in Section 5.. Availability is calculated on an annualized basis.
$$\text{Availability \%} = (\text{Total Time} - \text{Scheduled Maintenance} - \text{Outages}) / (\text{Total Time} - \text{Scheduled Maintenance}) \times 100 \geq 99.5\%$$

4 SERVICE RESPONSE & RESOLUTION

This section defines the various severity levels for issues. The severity is determined and classified by the EdCast support team after initial notification.

LEVEL 1	SEVERITY 1 (SP0 - EMERGENCY)
Definition	A Severe Outage Occurs – Business Cannot Function A significant loss of system functionality or any outage that has a severe impact on customer business function – with no workaround available Examples: <ul style="list-style-type: none">• Site not available due to outages.• Inability to access the site• System wide issue - typically affects all users and customers.
Response times / Communication	EdCast Support will acknowledge Customer within Thirty minutes (30) of receiving the initial report of the Issue and will update Customer every Sixty (60) minutes thereafter until the Issue is resolved.
Resolution / Mitigation	EdCast will resolve the issue or implement a work-around for the issue that effectively reduces the impact. This emergency resolution or work-around would be issued within (4) hours to (48) hours of the initial acknowledgement.

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LEVEL 2	SEVERITY 1 (SP1 - CRITICAL)
Definition	<p>A system issue occurs – Customer Instance function is critically impacted</p> <p>A system or workflow issue has occurred which impacts business functionality – with no workaround available or some workaround available.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Instance function critically degraded and unusable. <ul style="list-style-type: none"> ○ SSO is broken ○ LMS integration is not working (preventing assignment and completion activities from occurring) ○ Content cannot be created, shared, or accessed on the instance • Instance function severely degraded for some users but not all. <ul style="list-style-type: none"> ○ Unable to assign content to targeted subset of population ○ Unable to access specific content types
Response times / Communication	EdCast Support will acknowledge Customer within Two (2) Hours of receiving the initial report of the Issue and will subsequently update Customer with an ETA of the Issue resolution.
Resolution / Mitigation	EdCast will resolve the issue or implement a work-around for the issue that effectively reduces the impact. This patch or work-around would be issued within 2 days to 7 days of the initial acknowledgement and a complete fix in the nearest scheduled sprint as determined by the EdCast team.

LEVEL 3	SEVERITY 2 (SP2 - HIGH)
Definition	<p>A system issue occurs – Customer Instance is severely impaired</p> <p>System moderately affects system functionality – with limited workaround.</p> <p>Examples:</p> <ul style="list-style-type: none"> • API is broken but data can be manually manipulated • Content sources are not synchronised/archived properly • Specific Channels and groups cannot be updated • Issue could be recreated only for a specific user profile or subset of users.
Response times / Communication	EdCast Support will acknowledge Customer within Four (4) Hours of receiving the initial report of the Issue and will subsequently update Customer with an ETA of the Issue resolution.
Resolution / Mitigation	With respect to fifty percent (50%) of the High severity issues reported by Customer to EdCast during each calendar month, EdCast will resolve the issue or implement a work-around for the issue within the next nearest scheduled release as determined by the EdCast team. The remaining issues will be scheduled for the subsequent release.

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LEVEL 3	SEVERITY 3 (SP3 - MEDIUM)
Definition	<p>A system issue occurs – Customer Instance is moderately impaired but can function.</p> <p>Affects a limited number of users and has moderate impact to business function– has established workaround</p> <p>Examples:</p> <ul style="list-style-type: none"> • Bookmarking is not functioning • Profile editing unavailable • Discrepancies in content image or label or data issue. • Issues affecting administrating some content or some users
Response times / Communication	EdCast Support will acknowledge Customer within One (1) Day of receiving the initial report of the Issue and will subsequently update Customer with an ETA of the Issue resolution.
Resolution / Mitigation	With respect to forty percent (40%) of the approved medium severity issues reported by Customer to EdCast during each calendar month, EdCast will resolve the issue or implement a work-around for the issue within the next nearest scheduled release as determined by the EdCast team. The remaining issues are scheduled for the subsequent releases.

LEVEL 3	SEVERITY 4 (SP4 - LOW)
Definition	<p>A system issue occurs – minor issue, cosmetic issue</p> <p>Affects limited users or minor impact to business, cosmetic issue or minor usability issue – has established workaround</p> <p>Examples:</p> <ul style="list-style-type: none"> • A cosmetic issue in profile page, minor issues with reports • Functionality changes for better usability. • Localization/Typo in navigational text
Response times / Communication	EdCast Support will acknowledge Customer within Two (2) Days of receiving the initial report of the Issue and will subsequently update Customer with an ETA of the Issue
Resolution / Mitigation	With respect to twenty percent (20%) of the approved low severity issues reported by Customer to EdCast during each calendar month, EdCast will resolve the issue or implement a work-around for the issue within the next nearest scheduled release as determined by the EdCast team. The remaining issues are scheduled for the subsequent releases.

5 SERVICE OPERATIONS

Below are service operational details

Hours of Operations : Standard business hours Monday 8am to Friday 8pm ET

For all “***SPO - Emergency***” severity issues, the support team at EdCast can be contacted (24 x 7) via

- Phone – A dedicated phone number (+1 415-494-4202) can be used for emergencies.
- Email – All emails have to be addressed to **support@edcast.com** and copy to Customer Success Manager
- Raising a ticket in Customer Portal

Incident Reporting

The following process needs to be followed for logging incidents.

- The primary way to log a ticket is via the EdCast Customer Portal.
- If you have not been enabled on EdCast Customer Portal then raise a request to the CSM.
- Email can also be used (though not preferred) for raising a support ticket. Emails have to be addressed to **support@edcast.com** and copy to Customer Success Manager.

Information

The following is the information that needs to be provided when an incident is reported.

- Incident Details – Exact scenario where the issue is occurring and the details to recreate the issue.
- Screenshots or video – If applicable screenshots, videos and other supporting information that would enable EdCast support team to identify the issue.
- Steps to reproduce the issue.
- Date and Time of the issue first reported
- User System Information – Browser and other desktop information.

6 CHANGE MANAGEMENT

EdCast adheres to a strict change management process that it applies to both its software and hardware infrastructure.

Scheduled Maintenance

EdCast shall engage in maintenance, upgrades, replacement of hardware or software, or any other activity that may result in service disruption (collectively, "Scheduled Maintenance") on the second Saturday of each month from 12:01 AM-Saturday 5:00 AM Eastern Time. All scheduled maintenance notifications will be notified at least 24 hours in advance via posting to EdCast High Performance Academy (HPA) email notification .

Routine Hardware Maintenance

EdCast may need to execute routine maintenance on its hardware infrastructure. All the maintenance work will be done during the "Schedule Maintenance" window unless there is an emergency severity issue. If unscheduled maintenance has to occur then the customers will be notified at least 24 hours in advance via posting to EdCast High Performance Academy (HPA) email notification.

Software Maintenance

EdCast may occasionally need to execute unscheduled software and systems patches on the servers to resolve high severity issue resolution . If unscheduled software maintenance has to occur then the customers will be notified lvia email notification

Scheduled Releases

EdCast maintains a scheduled release every 6 weeks. These releases contain new feature enhancements as well as issue resolution. The scheduled dates of these releases are notified to customers in advance. For each release there is a release notes and documentation published on the HPA site. There is a scheduled release webinar for each release. Notification is via HPA email notification