

Annex 3.2

Product and Account Support Service Level Agreement Processing times for Client Incidents

This Support SLA governs the provision of Product and Account Support through Productsup in case of malfunctions of the Productsup Software or for Client’s functionality requests.

1. Definitions

- 1.1 **“Complete System Outage”** shall mean the absolute unavailability of all of the Productsup Platform’s components.
- 1.2 **“Corrective Action”** means either a final solution to the error or a temporary workaround or an action plan stating the steps that will be taken in order to solve the error within an estimated timeframe.
- 1.3 **“Incident”** shall mean a support event starting with a failure, a defect or the functional impairment of the Productsup Software or the Productsup Platform as reported to Productsup by Client. As soon as Productsup’s support team is informed about the support event by Client to Productsup’s dedicated support email address, the support event becomes an Incident.
- 1.4 **“Initial Response Time”** means the time it takes Productsup to acknowledge the reporting of an Incident.
- 1.5 **“Local Office Hours”** on any Business Day shall mean times from between 9:00 am and 6:00 pm in the following time zone depending on the contracting Productsup Entity:

Contracting Productsup Entity	Products Up GmbH	Productsup Corp.	Productsup Pty. Ltd.
Applicable time zone	CEST	EST	AEST

- 1.6 **“Severity Level”** shall have the meaning set out in section 3 of this Annex.
- 1.7 **“Ongoing Response Time”** shall be the time interval in which updates on the recovery process are shared.

2. Provision of Product and Account Support

- 2.1 Productsup support experts reactively answer Client submitted tickets about either a malfunction of the Productsup Software or questions on functionality, scope as well as configuration of the Productsup Software. In both cases, the Client is requested to give as many details as possible, such as links, concrete examples, or screenshots.
- 2.2 When communicating malfunctions of the Productsup Software to Productsup, the Client shall reasonably self-diagnose the impact and recommend, in good faith, to

Productsup an appropriate Severity Level designation. Productsup shall validate given Severity Level designation or notify Client of a change in the Severity Level designation to a higher or lower level, giving a reason for such change.

- 2.3 When communicating non-system issues (ascribed as Severity Level 4) to Productsup, these can be questions about platform functionality, scope or best practices in regard to specific setups. The Client will be provided with help articles, step by step explanations or roadmap outlooks in case functionalities are planned, but not available yet. If a desired functionality is not available or in the pipeline, the Client can issue a feature request.
- 2.4 Productsup responds to support issues based on Severity Levels (as defined below) during Local Office Hours.

3. Processing times for Client Incidents

Severity Level of Client Incident	Description	SLA for Initial Response Time (IRT)	SLA for Corrective Action	SLA for Ongoing Response Time (ORT)
1	<p>An Incident is properly ascribed “Severity Level 1” if the Incident has very serious consequences for normal business transactions and urgent, business critical work cannot be performed. The Incident requires immediate processing because the malfunction can cause serious losses.</p> <p>This is generally caused by a Complete System Outage.</p>	6 hours (Local Office Hours)	1 Business Day	Once every 3 hours (Local Office Hours)
2	<p>An Incident is properly ascribed “Severity Level 2” if normal business transactions are seriously affected and essential tasks cannot be performed. This is caused by malfunctions of central functions of the Productsup Software or other incorrect or inoperable functions in the Productsup Software that are required to perform essential transactions and/or tasks. The Incident requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.</p>	8 hours (Local Office Hours)	2 Business Days	Once every 6 hours (Local Office Hours)
3	<p>An Incident is properly ascribed “Severity Level 3” if the Incident has few or no effects on normal business transactions. The problem is caused by incorrect or inoperable functions in the Productsup Software that are not required daily or are rarely used.</p>	One Business Day (Local Office Hours)	n/a	Once every 5 Business Days

4	An Issue is properly ascribed "Severity Level 4" if it is not affecting the functionality of the system. These can be product functionality questions, account configuration questions, or other account requests.	One Business Day (Local Office Hours)	n/a	n/a
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