

Onebeat SLA Agreement

Onebeat Response to Errors

Onebeat will provide Software Support to Licensee to ensure a consistent and high level of operation of the Software. In the event Licensee notifies Onebeat of an error in the Software, Onebeat will provide support services necessary to correct the error in accordance with the terms of this agreement. Onebeat shall use commercially reasonable efforts to correct such errors in accordance with the below definitions and response times, with as little disruption to Licensee's service as commercially practicable.

- Defaults shall be rated by severity of the failure of the software product, as determined by Onebeat support team in view of the circumstances at its discretion, as follows:

Severity Level 1: Catastrophic\showstopper – A problem wherein the software is not active and the Licensee has no workaround solution.

(E.g. – Failed to load or recalculate at the server, failed to export output files ...)

Severity Level 2: Major problem – A problem wherein the software is operable, but a business application will not run and no reasonable workaround exists, or that frequent failures make the Software Product unreliable.

Severity Level 3: Either one of the following:

- Major problem wherein the software is operable, but a business application will not run, BUT reasonable workaround exists

- Minor problem – A problem wherein the Software Product is operable, with no significant impact to production.

Severity Level 4: Insignificant problem or change\request asked by the Licensee – (almost) no impact to production.

- Response Times.

Onebeat will use best efforts to promptly respond to support calls, as reasonably as possible, and to achieve the response times described in the table below, as may be applicable for each Severity Level.

** In case of a Severity Level 1, Licensee will commit to provide all information required, and 24/7 real time response at Licensee site, by Customer Contact. In the case no such support is provided, the severity will be changed to Severity Level 2.

Severity level	Response Time	Resolution Plan Time	IS investigation effort	Solution timeline
1	12 Hours	Immediate	24/7	Till solution\ workaround
2	1 day	Up to 2 days	High – within the weekly working hours	Permanent solution\ Workaround\ Next minor release
3	1 day	Up to 3 days	Medium	Next version
4	1 day	Up to 3 days	Low	According to OB decision