**SLA to the Services agreement dated \_\_\_\_\_\_\_\_\_\_\_\_**

Creation Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Entered by and between "The Parties":

|  |
| --- |
| **Bet Invest Ltd.**  Company number 8348255  Office 11, 43 Bedford street, London, WC2E 9HA, UK  (hereinafter referred to as the "**Provider**") |
| and |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (hereinafter referred to as the "**Recipient**") |

as follows:

|  |  |
| --- | --- |
|  | **Periodicity** |
| **Configuration, Set-up & Integration** |  |
| Branded Web-Site  Branded Mobile Version\* | Once |
| Hardware Set-up Assistance | Once |
| Sportbetting Software set-up & installation | Once |
| Cashdesk Solution Distributive | Once |
| BI system (Pentaho free version) | Once |
| **Pre-Launch Activities** |  |
| TSU Certification Assistance | Once |
| Customer Support Team Training | Once |
| Cashdesk Support Team Training | Once |
| Sportbetting Odds Preparation (Printed Version and Web-Site) Training | Once |
| IT Training | Once |

\* - For the current web-site available immediately, for the new version in 2 months after the launch

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ongoing Operation** | | | | |
| Critical level | Incident description | Response time | Clearing time | Staff uptime |
| Action level | Complete rejection of informational system by reason of technic or operating accident;  Rejection of critical services if impossible to resolve the problem remotely. | Up to 30 minutes  \*\* | 1-3 hours | 24/7 |
| Middle level | Breakdown one of reserved or back up elements or one of a number of elements with the same functionality;  Part absence of incoming and outgoing connection. | 1 hour | 4-8 hours | From 9:00 a.m. till 8.00 p.m. from Monday till Friday (Eastern time) |
| Low level | Program and hardware failures have no effect on operation of Informational system totally;  Requests for installation/deletion of software, modification of hardware;  Other small operations. | 8 hours | In concurrence | In concurrence |

\*\* Where the Incident is reported by e-mail, acknowledgement will be via telephone and will occur at the time the e-mail is received on Company email servers. Both sides agree that the official language regarding to this SLA is English and all communication resulting from this SLA will be in English.

Email addresses from which the Incidents will be reported :

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contacts for communication with BetInvest:

E-mail: helpdesk@betinvest.com

Skype group: <https://join.skype.com/lRJkIwm0mguF>

Phones: +38067 444 73 57; +38067 444 73 58

**Signatures**

|  |  |
| --- | --- |
| **1) Bet Invest ltd.** | **2)** |
| Mr. Andrii Matiukha |  |
| Director\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_ |
| Web: [www.betinvest.com](http://www.betinvest.com) |  |

# Service Level Agreement

**Service and System Description**

Company will be providing services to Customer according to contract. These services will be rendered according to the contract. This SLA applies just to Sportsbook products referred to in the contract. Where applicable, the following describes Company’s obligations in this area. This covers unplanned downtime. Excluded from the below are incidents outside Company´s control, e.g., downtime of Customer controlled servers where applicable or unavailability of services from third-party providers of e.g., payment services, gaming services, or marketing services.

**Unplanned Downtime**

Unplanned Downtime, “Downtime”, occurs when services are unavailable due to faults or emergence maintenance. Downtime should not exceed (count of the days in calendar month x 24 hours) \* (1- 96%) per month (the “Maximum”).

* When Downtime exceeds the Maximum and less than (count of the days in calendar month \* 24 hours) \* (1- 95%) the Customer shall apply to Company a penalty equal to five percent (5%) of the Fees paid by the Customer to Company on the corresponding month;
* When Unplanned Downtime exceeds the Maximum and less than (count of the days in calendar month x 24 hours) \* (1- 94%) the Customer shall apply to Company a penalty equal to ten percent (10%) of the Fees paid by the Customer to Company on the corresponding month;
* When downtime exceeds the Maximum and less than (count of the days in calendar month x 24 hours) \* (1- 91%) the Customer shall apply to Company a penalty equal to fifteen percent (15%) of the Fees paid by the Customer to Company on the corresponding month.

Such penalties shall be compensated with the amounts due by the Customer to Company. In cases where no sum is due by the Customer to Company, the Customer shall invoice the corresponding amount to Company.