



### Support Level Agreement

This Support Level Agreement (the "**SLA**") sets forth the terms under which you (the "**Customer**") shall be entitled to receive support services from Safe-T Group Ltd. or its Affiliates ("**Safe-T**") in respect to the software licenses purchased by the Customer from Safe-T.

#### **1. Definitions**

For the purposes of this SLA, the following terms will have the meaning set forth below:

Affiliate	means any company, corporation, partnership or other entity, directly or indirectly, controlling, controlled by, or under common control with, such party where "control" is defined as having rights to more than 50% of the equity, ownership or voting rights for such entity. Safe-T may provide services or support and professional services through its Affiliates.
Critical Error	An Error causing the complete standstill of the Software and does not allow any use of the Software, and there is no alternative processing, fix or work around.
Normal Business Hours	08:00-17:00, formal business days at the Customer's location
PO	The purchase order entered into by the parties for the purchase of licenses to Safe-T's software products, identified by name and version number and governed by the respective End User License Agreement provided by Safe-T.
Routine Error	All other Errors, which are not a Critical Error or a Serious Error.
Serious Error	An Error that is not a Critical Error but materially affects at least 50% of users from using key functionalities of the Software, including receiving outputs, and no known workaround is currently available.
Software	Safe-T's proprietary software as defined in the PO.
Support Level 1	Support provided 5 business days a week during Normal Business Hours, without onsite support.
Support Level 2	Support provided 7 days a week, 24 hours a day.



## **2. Support Services**

- 2.1 Subject to continuous payment by Customer of the support fees, as defined in the PO, Safe-T shall provide the Customer, during the support period, as defined in the PO, with certain support services, only with respect to the then official released version of the Software, including the interface between the Software and any third-party software provided therewith or otherwise supported by the Software or approved by Safe-T, as set forth in the Documentation ("**Supported Services**"), all in accordance with the table below.

The Customer shall notify Safe-T in writing in advance of any change or addition the Customer plans to make to the Software. If unapproved changes or modifications are made by the Customer or any third party, other than a third party authorized by Safe-T, Safe-T shall not be responsible for the operation, repair or maintenance of the Software and shall not be responsible or liable for any loss, damage or impairment of service, due in whole or in part, to the failure of the Software, or any other Customer products or equipment, to work properly.

- 2.2 It is understood that under the terms of this Agreement, Safe-T is under no obligation to provide the Customer with Supported Services in connection with errors resulting from use other than in accordance with the Software documentation and/or Safe-T's End User License Agreement. At its discretion, Safe-T may, but is not required to, assist Customer in configuring its products or equipment and/or any modifications thereof, to utilize Safe-T's service.
- 2.3 Any assistance by advice or workmanship which Safe-T may provide to Customer with non-Safe-T products or equipment and/or modifications thereof, will be subject to prior agreement between Safe-T and Customer on separate handling fee to be charged by Safe-T for the additional cost and expenses incurred, which are not otherwise included in the Supported Services.

## **3. Error Correction**

- 3.1 The Customer shall notify Safe-T, via the help desk by email or phone, of any error and shall provide Safe-T with sufficient details to enable Safe-T to accurately diagnose and reproduce such error. Errors reported in accordance with the above shall be classified as Critical, Serious or Routine by the Customer and a Response shall be provided by Safe-T. Safe-T may determine, following examination of the error, that the error be reclassified and may provide a Resolution in accordance with such updated classification.
- 3.2 The following table sets forth the expected response times at different stages of resolving the error, based on the severity of the error. Safe-T shall use reasonable efforts to meet the response and resolution times set forth in the table below. Safe-T shall provide level 1 support services in accordance with the table below during Normal Business Hours on regular business days. Safe-T shall provide level 2 support services in accordance with the table below on a 24/7 basis.
- 3.3 For the purposes hereof, "Response" shall mean a communication from Safe-T to the Customer contact who reported the Error including for the purpose of gathering information to resolve the error. For the purposes hereof, "Resolution" shall mean a final or temporary solution provided by Safe-T to fix the error, including a fix that results in the decrease in the severity classification of the error.

Error Severity	Initial Response*	Resolution
Critical	<p>Within 4 hours. The time to initial response, is relative to the customer's support level.</p> <p>In case of support level 1 –</p> <ul style="list-style-type: none"> <li>If the Customer opens the ticket within Normal Business Hours, then the time to initial response, will start counting from the time the ticket was opened.</li> <li>If the Customer opens the ticket out of Normal Business Hours, then the time to initial response, will start at the next business day.</li> </ul> <p>In case of support level 2 - the time to initial response, will start counting from the time the ticket was opened.</p>	Ongoing assistance from Initial Response until a resolution is found in accordance with level of support provided.
Serious	<p>Within 12 Hours. The time to initial response, is relative to the Customer's support level.</p> <p>In case of support level 1 –</p> <ul style="list-style-type: none"> <li>If the Customer opens the ticket within Normal Business Hours, then the time to initial response, will start counting from the time the ticket was opened.</li> <li>If the Customer opens the ticket out of Normal Business Hours, then the time to initial response, will start at the next business day.</li> </ul> <p>In case of support level 2 - the time to initial response, will start counting from the time the ticket was opened.</p>	Ongoing assistance from Initial Response until a resolution is found in accordance with level of support provided.
Routine	<p>Within 48 Hours.</p> <ul style="list-style-type: none"> <li>If the Customer opens the ticket within Normal Business Hours, then the time to initial response, will start counting from the time the ticket was opened.</li> <li>If the Customer opens the ticket out of Normal Business Hours, then the time to initial response, will start at the next business day.</li> </ul>	Resolution to be included in one of the subsequent Updates

\* through email or phone call or both

#### 4. Customer Undertaking

In order to allow Safe-T to provide the Support Services, the Customer will appoint an available contact, to respond and resolve the issue in accordance herewith. Such contact will provide assistance as necessary in connection with collecting information, testing and implementing resolutions on the Software installed on the Customer's equipment. If Safe-T cannot reproduce the Error in its own controlled environment, access to the Customer's equipment may be necessary and the Customer undertakes to allow Safe-T's support team such access to the extent necessary. The Customer will be obligated to provide contacts of the same



level of management and with similar authorizations as provided by Safe-T in connection with resolving an error, in order to ensure that the contacts involved have sufficient expertise, authorization and decisions-making power appropriate for the type of assistance and decisions-making necessary to resolve the error.

#### **5. Support Period**

Safe-T shall provide the Support Services for the period set forth in the PO, and subject to the payment, in arrears, of applicable support service fees, as provided for in the PO and in accordance with the applicable End User License Agreement.

#### **6. Additional Services**

With respect to additional services not covered under the Support Services, the Customer may request from Safe-T such services on a per case basis, including but not limited to any level 3 on-site support. Safe-T shall review such request and determine whether or not it agrees to provide such services (either by itself or through a third party), at its discretion, as well as the applicable charges and fees for such additional services. In the event that the parties shall agree on the provision of any such additional service, the provisions of this SLA shall apply thereto, *mutatis mutandis*, subject to specific agreements reached between the parties with respect to the required additional service.