



Last updated August 2022

Service Level Agreement

This service level agreement (the “SLA”) refers to the level of service to be provided by the Datarails to the Customer (as such defined in the Order Form).

1. Support

Datarails’ customer support hours of operation are (Eastern Time): Sunday- 2am-10am; Monday-Thursday- 2am-5pm; Friday- 9am-5pm (“**Business Days**” and “**Service Hours**”, respectively).

Datarails support representative(s) shall be available to receive customer's problem reports during the Service Hours.

Datarails’ support email: compliance@datarails.com. Customer support emails or any other messages received outside the Service Hours will be considered as received on the next Business Day.

2. Severity Level Response

A problem is a defect in the accessibility or performance of a function or component of Datarails' Service that had previously performed as expected (the “**Problem**”). Problems do not include issues caused by modification to the Service made by Customer or use of the Service other than in accordance with its documentation. Problem priority will be reasonably determined by Datarails using the following as a guideline:

Severity	Problem Description	Acceptable Workaround Available	Response Time	Resolution Time**
Critical	Defect with one or more of the below characteristics occurs and there is no workaround: <ul style="list-style-type: none"> • Data corruption - the Service data is completely unavailable or incorrect. • Service hangs - the Service hangs indefinitely or there is severe performance degradation, causing unreasonable wait times for resources or response as if the Service is hanging. • A main Service function supporting a business-critical process has failed, and the Service functionality is limited such that critical business processes are paralyzed. 	No	1 hour	* Up to 2 Business Days
High	<ul style="list-style-type: none"> • The Service is usable, but an essential component of the Service is malfunctioning and/or material business operations are substantially impacted. • A critical defect with acceptable workaround exists. 	Yes	2 hours	Up to 5 Business Days
Medium	The defect does not seriously affect business operation but is causing some minor interruptions. The Service is operative with some limitation on minor functions, or minor batch functions are inoperative.	Yes	Will be entered into Datarails’ product roadmap, based on Datarails’ priorities and at its sole and absolute discretion	
Low	Minor mismatch of the specification or aesthetic aspect of the Service which does not impact the usability or effectiveness.	Yes		

“**Response Time**” means the time that elapses from the moment any Problem is reported until the Problem is examined by Datarails’ team.

* With respect to the critical level, the resolution time means the maximum time required in order to reduce the security level by at least one level.

** The Customer acknowledges there will be situations in which the Problem will require follow-up questions from Datarails’ team and that may delay the Resolution Time.