



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 TerraZone Ltd. or its Affiliates ("**TerraZone**") concerning the software licenses purchased by the Customer from TerraZone.

1. Definitions

For 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, a such party where "control" is defined as having rights to more than 50% of the equity, ownership or voting rights for such entity. TerraZone may provide services or support and professional services through its Affiliates.
Critical Error	An Error causes a complete standstill of the Software and does not allow any use of the Software, and there is no alternative processing, fix, or workaround.
Normal Business Hours	08:00-17:00, formal business days at the Customer's location
PO	The purchase order entered into by the parties to purchase licenses to TerraZone's software products is identified by name and version number and governed by the respective End User License Agreement provided by TerraZone.
Routine Error	All other errors are not Critical Errors or Serious Errors.
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	TerraZone's proprietary software is defined in the PO.
Support Level 1	Support is provided five days a week during Normal Business Hours without onsite consent .

Support Level 2	Support is provided seven days a week, 24 hours a day.
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2. Support Services

- 2.1 Subject to continuous payment by Customer of the support fees, as defined in the PO, TerraZone shall provide the Customer, during the support period, as defined in the PO, with specific support services, only for the then officially released version of the Software, including the interface between the Software and any third-party software provided **in addition to that** or otherwise supported by the Software or approved by TerraZone, as outlined in the Documentation ("**Supported Services**"), all by the table below.

The Customer shall notify TerraZone in writing in advance of any change or addition the Customer plans to make to the Software. Suppose unapproved changes or modifications are made by the Customer or any third party other than a third party authorized by TerraZone. In that case, TerraZone 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 correctly.

- 2.2 It is understood that under the terms of this Agreement, TerraZone is under no obligation to provide the Customer with Supported Services in connection with errors resulting from use other than by the Software documentation and TerraZone's End User License Agreement. At its discretion, TerraZone may, but is not required to, assist Customer in configuring its products or equipment and any modifications thereof in utilizing TerraZone's service.
- 2.3 Any assistance by advice or artistry which TerraZone may provide to Customer with non-TerraZone products or equipment and modifications thereof will be subject to prior agreement between TerraZone and Customer on separate handling fee to be charged by TerraZone 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 TerraZone, via the help desk by email or phone, of any error and provide TerraZone with sufficient details to enable TerraZone to diagnose and reproduce such error accurately. Errors reported by the above shall be classified as Critical, Serious, or Routine by the Customer, and TerraZone shall provide a Response. TerraZone may determine, following

examination of the error, that the mistake be reclassified and may give a Resolution by 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. TerraZone shall use reasonable efforts to meet the response and resolution times outlined in the table below. TerraZone shall provide level 1 support services by the table below during Normal Business Hours on regular business days. TerraZone shall provide level 2 support services by the table below on a 24/7 basis.
- 3.3 For the purposes hereof, “Response” shall mean a communication from TerraZone to the Customer contact who reported the Error, including gathering information to resolve the error. For the purposes hereof, “Resolution” shall mean a final or temporary solution provided by TerraZone to fix the error, including a fix that decreases 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 the case of support levels 1 -</p> <ul style="list-style-type: none"> • If the Customer opens the ticket within Normal Business Hours, the time to initial response will start counting from when the key was opened. • If the Customer opens the ticket outside of Normal Business Hours, then the time to initial response will start on the next business day. <p>In the case of support, level 2 - the time to initial response will start counting from when the ticket was opened.</p>	<p>The level of support provided finds ongoing assistance from Initial Response until a resolution.</p>
Serious	<p>Within 12 Hours. The time to initial response is relative to the Customer’s support level.</p> <p>In the case of support levels 1 -</p> <ul style="list-style-type: none"> • 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. • If the Customer opens the ticket outside of Normal Business Hours, then the time to initial response will start on the next business day. <p>In the case of support, level 2 - the time to initial response will start counting from when the ticket was opened.</p>	<p>The level of support provided finds ongoing assistance from Initial Response until a resolution.</p>

Error Severity	Initial Response*	Resolution
Routine	Within 48 Hours. <ul style="list-style-type: none"> • 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. • If the Customer opens the ticket outside of Normal Business Hours, then the time to initial response will start on the next business day. 	Resolution to be included in one of the subsequent Updates

* through email or phone call or both

4. Customer Undertaking

To allow TerraZone to provide the Support Services, the Customer will appoint an available contact to respond and resolve the issue in accordance herewith. Such communication will provide necessary assistance in collecting information, testing, and implementing resolutions on the Software installed on the Customer's equipment. Suppose TerraZone cannot reproduce the Error in its controlled environment. In that case, access to the Customer's equipment may be necessary, and the Customer undertakes to allow TerraZone's support team such access to the extent required. The Customer will be obligated to provide contacts of the same.

Level of management and with similar authorizations as provided by TerraZone in connection with resolving an error to ensure that the contacts involved have sufficient expertise, license, and decision-making power appropriate for the type of assistance and decision-making necessary to resolve the error.

5. Support Period

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

6. Additional Services

Concerning additional services not covered under the Support Services, the Customer may request from TerraZone such services on a per-case basis, including but not limited to any level 3 on-site support. TerraZone 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 for such additional services. Suppose the parties agree on the provision of any such other service. In that case, the conditions of this SLA shall apply to it, *mutatis mutandis*, subject to specific agreements reached between the parties concerning the required additional service.

