



SERVICE LEVEL AND SUPPORT POLICY

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Service Availability

Bourbon Science, Inc (“Zoko”) aims to ensure availability of its Services in accordance with the terms of this Service Level and Support Policy. The commitment to availability of the Services is limited to the Zoko platform and does not extend to elements outside of Zoko’s sphere of control.

Zoko will ensure 99.9% availability per point of access in terms of quality and continuity of the Services on a continuous six months basis

Calculation

$$R \text{ in } \% = \frac{\text{ServiceTime} - \text{MaintenanceTime} - \text{OutageTime}}{\text{ServiceTime} - \text{MaintenanceTime}} \times 100$$

Unavailability time for each event is calculated starting from the point in time of detection and reporting of the problem. Service suspension by Zoko in accordance with the Terms of Use based on Unauthorized Usage, late payment or similar, will not be included in Unavailability Time.

Zoko cannot guarantee complete reliability with respect to its Services which , in addition to cases of force majeure, may be subject to interruptions of the service of one or more Operators or other third party required for the provision of Services due to circumstances including radiotelephone interference caused by atmospheric conditions or any other conditions, interferences in wave propagations, the addressee of the message or voice call being outside of the operator’s coverage area, SS7 network faults, IP network faults, planned outages or any other fault beyond the reasonable control, operator maintenance and technical interruptions, or SIM card memory overload.

Zoko will make commercially reasonable efforts to notify Customer in advance, where feasible, when service disruptions are to be expected. Zoko reserves the right to plan service interruptions for tests and network traffic improvement operations.

Platform Load

A throughput of 10 messages per second is considered as an unproblematic base load. Actual delivery performance depends on destination operator and connectivity. The platform supports a peak load of 30 messages per second submitted by Customer. Peak load means that this volume is continuously sent in a timeframe of a maximum of 30 minutes without upfront notification. Zoko’s SLA does not apply to any use of Services in a manner that exceeds the Peak Load as defined here.

Support Services & Incident Handling

Zoko provides Help Desk support via WhatsApp, for its Services. The Help Desk is available Monday to Friday from 10AM to 6PM. The following describes procedures for handling incidents affecting Service quality.

Reporting Procedure: Customer must report any incident by e-mail to contact@zoko.io or via other means as instructed by Zoko. Customer will cooperate with Zoko in order to allow Zoko to identify and remedy the incident in the most time-efficient manner.

Customer must provide all relevant information required to enable Zoko to remedy the fault. The relevant information consists of:

- Company Name
- Contact name and phone number of engineer dealing with the fault
- Date and time the fault was detected
- Timestamps of affected transactions
- Answer all relevant questions asked by Zoko representative to diagnose the cause
- Impact of the fault
- A screenshot or screen recording of the fault with enough details to replicate the incident.
- If available: measures already taken, log files/ traces, customer ticket / reference number

Incident Classification: Zoko will classify each incident reported by Customer within the acknowledgement time below according to the following criteria:

Severity	Incident Description
1 - Critical	Problems of this rating result in complete loss of Service. This rating must be assigned when any loss of functionality has occurred due to component failure of the Service platform.
2 - Major	Problems of this rating result in partial or complete loss of Customer functionality but Service is generally available. This must be assigned when partial loss of functionality has occurred, e.g. delivery to an operator started to fail completely.
3 - Minor	Service remains unaffected and there is little or no effect on the system's or Service's operation. Typical cases are non-delivery to single numbers or problems with numbers ported-in or numbers in roaming state.

Zoko reserves the right to amend the Severity ratings and their corresponding parameters.

Zoko reserves the right to request Customer to newly attempt using the Service in order to increase the quality of problem analysis.

Loss of Service on an account suspended by Zoko in accordance with the General Terms and Conditions of Use will not be treated as a technical incident but resolved at commercial level.

Acknowledgement and Target Restoration Times

Response Times: Upon receipt of a sufficiently detailed support request Zoko will send an acknowledgement of receipt to Customer's technical support contact in accordance with the time periods set out in the table below. A response within these time scales is conditional upon the integrity and performance of the Internet and related networks. When acknowledging the Customer should quote the Display Name and Platform ID of channel in all related communication..

Target Restoration Times: Zoko will make commercially reasonable efforts to adhere to the Restoration Times set out below, always provided that Customer fully cooperates during the ticket resolution process.

Severity Level	Response Time	Target Restoration Time
Critical	30 minutes	4 hours
Major	2 hours	24 hours
Minor	4 hours	5 business days

In addition to messaging us on WhatsApp or sending an email, Customer must also call Zoko's Help Desk on the hotline phone number provided to report Critical Issues. Response and Target Restoration times apply with respect to elements within Zoko's sphere of control. Zoko will use commercially reasonable efforts to work with its suppliers and other relevant third parties in order to fulfill the Response and Target Restorations times. Customer understands that certain issues, such as the behavior, service responses and information provided by an Operator or other third party might be inconsistent with the overall Service behavior and not capable of remedy.

Change Management and Planned Outages

In case Zoko is planning an infrastructure outage for maintenance or other operational reasons, we will inform the you in writing at least five (5) business days in advance.