

FastForward.ai SERVICE LEVEL TERMS

1. Introduction:

The objective of this document is to explain the FastForward.ai service level terms offered to Customers. We will explain the expected availability of the Platform and the offered Services. We will show the official way to communicate any complains or change requests which will be through the service desk. We will share the incident level criteria and expected acknowledgement time for each level.

2. FastForward.ai Platform and Services:

- **Service Availability to the end-users:** service will be available to the Customer's end-users 24/7 at least 99,0% of the time, calculated on a calendar-month basis, with the exception of Excluded Times as defined below.
- **Feature Availability to the end-users:** service features and functionalities will be available to the Customer's end-users 24/7 at least 95% of the time, calculated on a calendar-month basis, with the exception of Excluded Times as defined below.
- The Excluded Times shall mean any time during which the FastForward Service is not available and/or Service features and functionalities are not available or access thereto is materially inhibited as a result of:
 - any downtime of the channel FF.ai is using to provide the service
 - any planned maintenance on FF.ai platform affecting the service availability
 - any planned maintenance on Customer systems affecting the service availability.
 - any emergency maintenance (like security threats)
 - any downtime of third-party systems that enable part of or the entire service feature and/or service functionality affected
 - any downtime of connectivity to third-party systems that enable part of or the entire service feature and/or service functionality affected
 - justified requirement of a channel operator or a third party that Company suspend the provision of its service to one or more destinations
 - force majeure
 - any aspect which is not controlled by the Company

Company's Service Level commitment herein shall be limited only to the Service and Feature Availability inside the Company Platform.

Incident shall mean any failure of the Company Platform to operate the Service in accordance with the Agreement due to the Company fault, except where such failure arises during, or as a result of, any Excluded Time.

Before contacting the Company pertaining issues from this SLA, Customer agrees to undertake a reasonable internal investigation regarding the subject issue in order to rule out the possibility of the cause to be located at the Customer's side (i.e., in the Customer's system).

Incidents shall be reported to Company through the contact points set out under point 5, stating:

- the nature of the Incident and
- any information available to Customer at the time of incident notification or reasonably required by the Company to facilitate its resolution.

Notwithstanding the foregoing, the Company may request additional information from the Customer in the process of investigating the reported issue. In such instances and where necessary, Customer agrees to provide the Company with all details necessary in timely fashion. Based on this information the Company may establish **severity level in accordance with Section 4.**

3. FF.ai Service Desk

- FF.ai Service Desk (staff managed service) is available via service desk portal during the hours of 9:00 through 17:00 CET time, with the exclusion of Federal and/or National Holidays ("Support Hours"). 24/7

support through automated notifications / service troubleshooting is available 24/7 for priority incidents as indicated in art.4.1 below.

- Company will use commercially reasonable efforts to respond to all Helpdesk tickets as per schedule 1.
- Notify Customer’s Service Desk about all incidents on FF.ai side, which could lead to the service degradation or full unavailability, according to procedure described in Section 3. Incident management.

4. Incident management

4.1. Incident processing terms & definitions

Schedule 1

**Incident acknowledge time – is the time needed to acknowledge a new incident and indicate this to the other party*

Service Impact	Incident priority	Business Hours	Time to acknowledge new ticket *
Service is fully unavailable to any of the end-users.	1	24/7	1 h
Service is available only to part of the end-users due to an issue which prevents the other part to use the service	2	(9:00 -17:00) CET	4 h
Service is available to all the end-users but there is an issue with service performance	3	(9:00 -17:00) CET	4 h
Service is available to all the end-users but there is an issue with a certain feature/functionality	4	(9:00 -17:00) CET	4 h

by changing the status of the ticket or any other appropriate measure.

4.2. Credit Notes

5. Company may provide, if there is the case, Service Availability reports and/or measurements describing availability and other indicators of Services. When Incidents result in lower Service Availability than target % as set forth in this SERVICE LEVEL TERMS and when such Incidents are due to the exclusive fault of the Company, subject to Customer performing its obligations under the Agreement and the Service Order providing Credit Notes related to Monthly Platform Fee, the Company may compensate the Customer upon request on a percentage of 0.1 of the Monthly Platform Fee for each percent of failure, but in no situation total monthly credit for Incidents shall not exceed 1% of the total Monthly Platform Fee. If applicable, the compensation shall be in the form of a credit of the Monthly Platform Fee payable at the next payment cycle immediately following the measurement.**Contacts**

Party / Channel	Contact
FF.ai Service Desk	support@fastforward.ai https://fastforwardai.atlassian.net/serviceesk/customer/portal/1 (by invite only)

Company may change these SERVICE LEVEL TERMS at any time and Customer may access the relevant link in the Order Form to the then current version. Using the Services after the changes become effective means Customer agrees to the new terms. If Customer does not agree to the new terms, it must stop using the Services and has the right to terminate the Agreement according to termination clauses.