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SERVICE LEVEL AGREEMENT (SLA)

VERSION 1.7

1. Description of Service

1.1. This SLA covers the Support Services provided by the Provider to its partners and client users of Bitrix24, Omnie AI and Vuuze.
1.2. This service supports the day-to-day usage of Bitrix24, Omnie AI and Vuuze systems and bug-fixing.

1.3. This service explicitly does not cover the creation of new functionality not provided as standard in Bitrix24, Omnie AI and Vuuze.

1.4. Technical support requests are classified in several service levels detailed in 2.2

1.5. Technical support requests are processed on a first-come, first-served basis. The maximum response period is defined in 2.2. High urgency level requests that require an immediate response or direct help from tech support specialists may be processed out of turn. High-urgency requests are those concerning the full or partial recovery of web projects.

The problem-solving period depends on the request urgency level, problem complexity and the potential need to hand the request over to the development department.

1.6. Problems that cannot be resolved in the context of the current software version are sent to the development department, which means that the fix will be included in the subsequent update. The planned term of the software update release is defined during the problem diagnostics respecting the general software development plan.

2. Service Standards

2.1. Services Uptime Commitment for Intreface Hosting Solutions.

2.1.1. Subject to the terms of this SLA, Intreface will have a 99.9% availability each calendar month (the "Uptime Commitment").

2.1.2. The availability of the services for a given month will be calculated according to the following formula (referred to herein as the "availability"): Where: Total minutes in the month= TMM; Total minutes in month Unavailable = TMU; and: Availability = ((TMM-TMU) x 100)/TMM.

2.1.3. For the purposes of this calculation, each service will be deemed to be unavailable to the extent the applicable server will not accept connections. A service will not be deemed unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth below in this SLA. Intreface records and data will be the sole basis for all SLA calculations and determinations.

2.1.4. A service will not be considered to be unavailable for any outage that results from any reasonable maintenance performed by Intreface:

- Of which the client is notified at least 24 hours in advance
- During the client's implementation period
- During current standard maintenance windows (collectively referred to herein as "Scheduled Maintenance")
- As a result of the client's request outside of the normally scheduled maintenance

2.1.5. A service will not be considered unavailable for any outage due to:

- The client's data or application programming, acts or omissions of the client or its agents, failures of equipment or facilities provided by the client, network unavailability or bandwidth limitations outside of the Intreface network
- Issues arising from bugs or other problems in the software, firmware or hardware of Bitrix24 suppliers
- Force majeure events. The configuration being provided under this SLA is based on assumptions made by the client and based on information provided by the client. As a result, Intreface will not be responsible, under this SLA or otherwise, for any outages or performance issues caused by inaccuracies in these assumptions, including equipment and software failures or performance problems caused by traffic volume or the number of concurrent user sessions
- This SLA is based on a standard configuration of the services to provide the performance level contemplated by the Uptime Commitment in this SLA. If Intreface notifies the client that it has determined that the client's configuration is not suited to provide this level of performance, this SLA will be suspended until the client and Intreface agree upon and implement a new or modified configuration designed to provide this level of performance

2.2. Intreface commits to providing service per the table below, notwithstanding delays from causes listed in 2.3. Please note that all response and resolution times are in working hours which are further detailed in 2.4.

DESCRIPTION	RESPONSE TIME
Power Up Support Package	6 Hours (Monday to Friday)
Turbo Charge Support Package	6 Hours (Monday to Friday)
Rocket Power Support Package	4 Hours (Monday to Friday)
Warp Speed Support Package	1 Hour (Monday to Friday) 4 Hours (Saturday & Sunday)

2.3. The resolution time is measured from the first submission to solution delivery but excludes the following:

2.3.1. Non-working time (see 2.4 below)

2.3.2. Time between requesting information from a client or parties contracted by the client and the receipt of a response

2.3.3. Time lost to:

- Lack of information required to resolve the problem
- A problem that cannot be reproduced using a similar hardware configuration or a client's website cannot be accessed using the authorisation information provided in the technical
- The problem requires custom improvements of products that are currently being developed or not planned to be included in a later product release at all
- Improper use of products, including product kernel modification, exceeding of the allowed number of software installations, or a general violation of terms and conditions of the User License Agreement and/or Service Level Agreement
- Use of unlicensed copies of the product
- Incorrect, incomplete or misleading information given by the client
- Force Majeure events

2.3.4. Any other time period agreed by all parties to be non-SLA time

2.4 Working time is defined as 7am to 9pm GMT, Monday to Friday. Working time for Warp Speed customers is defined as 7am to 9pm GMT, Monday to Friday and 9am to 1pm, Saturday and Sunday.

3. Duration

3.1. This SLA will apply from the effective date of the client's Software Support Agreement and shall remain applicable until the Software Support Agreement is terminated.

4. Scope and Procedures

4.1. The scope of the Support Services is as follows:

4.1.1. The following items are considered within the scope of the service:

- Resolution of queries and issues pre-existing in the system or introduced by the actions of Intreface or its subsidiaries
- General maintenance advice such as back-up software and scripts
- Guidance on data imports
- Explanation of general principles of integration of products in website design using the integration manual or other software documentation
- Advice or guidance on the usage of existing features of the system except where this is covered by the provided documentation or where training is required
- Feature Request submission
- Advice or guidance regarding software or hardware interactions with the system

4.1.2. The following items are explicitly not within the scope of the service

- Server-side software installations, preparation or moving of backup files to server and diagnostics of software installed on a client's server or local computer.
- Consultation on general principles of programming, API integration with 3rd party systems, diagnosis of any 3rd party software code or any of its components and development of custom components or scripts, software modules, or website scripts.
- Configuration of any external PBX telephone system
- Questions or requests which require longer than 20 minutes. Such requests are treated as training or custom implementation and are chargeable at the standard hourly rate.
- Functional changes to the system

4.1.3. Training vs support - Training is required when system users require advice that is of a complexity requiring more than 20 minutes to answer. This is necessary to ensure that the best possible service is provided to clients.

4.2. Technical Support Procedure

4.2.1. Before the technical support service is contacted, the client should study all the reference information available about the problem in the documentation, manuals, FAQ and forum. If the problem is similar to one in the documentation or in a forum discussion but still requires support, a reference to the original document or discussion must be included in the support request.

4.2.2. The technical support procedure is initiated by a technical support request posted in a technical support ticket. A technical support ticket can be submitted in a number of ways:

- By clicking on the "Submit a Ticket" button available in the portal at https://helpdesk.intreface.com
- By sending an email message to Technical Support Department at support@intreface.com
- By telephoning or emailing the dedicated support contact

After a request (a technical support ticket) is submitted, it will be processed by the Technical Support Department staff.

4.2.3. Each technical support ticket should include the following information in order to reduce the time required to resolve the issue:

- The problem description and the step-by-step procedure to reproduce the error
- The URL of a site where the problem occurs
- The software version number and the edition name
- The technical support specialists may inquire about information concerning the server software configuration and versions, and the configuration of a client's software

All problems should be described using commonly accepted web programming, software or hardware terminology.

4.2.4. If a certain action is required to be performed on the client's web server to resolve the problem, the support specialist may require the product license key and the webserver authorization information for administration access.

Note that additional information like FTP, SSH or the hosting server Control Panel login and password may be also requested in some cases, for example, when additional measures have to be taken in order to recover the project operation or to diagnose update problems.

The authorization details (login and password) submitted to the technical support team should be changed immediately after the problem is resolved. The technical support staff cannot and will not be responsible for the client's web project, personal data, or hardware and software performance after the problem is resolved and/or when the corresponding technical support ticket is closed.

4.2.5. Each time a client submits a technical support ticket or sends a message that is further accepted and regarded by the technical support staff as a technical support ticket, the system automatically

generates and sends a notification stating that the issue will be taken care of according to the service level assigned.

4.2.6. After the technical support staff has received a ticket, the client receives a notification, which includes the technical support ticket information with a unique ticket identifier (TID). If technical support is done via email, clients have to preserve the TID in the e-mail message subject field during the whole period of correspondence with the technical support staff. The forthcoming messages are appended to the initial message automatically. Clients can view the full correspondence in the technical support section of the website.

4.2.7. When creating a ticket or sending a support request via e-mail, you can include screenshots and other images that can help to identify and resolve the problem. Screenshots are to be created in PNG, GIF, JPG formats (graphics in BMP format must be compressed using a RAR or a ZIP archive).

4.2.8. If a request is sent via e-mail, it must contain the correct registered user information: the e-mail address, the site login, etc. The specified information is used to uniquely identify a user to assign them the appropriate service level. Clients should understand that a commercial SLA level will be assigned only to a request that is sent from a registered e-mail address.

4.2.9. Answers to the common, frequently asked questions can be given in the form of web links to corresponding pages of the online documentation, documentation download page, forum topics, or the FAQ section answers. The technical support staff can also provide links to help topics published on other web resources, as well.

4.2.10. Third-party mail services and spam filters may be a serious obstacle to initiating a consulting process. The problem is treated as accepted only if a client has received a confirmation message containing a unique number (a ticket ID, TID). This means that the message has been checked by the anti-spam system successfully and registered in the support system.

4.2.11. The progress of problem-solving can be monitored on the support website. You should be logged in to view your technical support ticket progress in the portal at https://helpdesk.intreface.com

5. Evaluation Criteria

5.1. Monitoring of SLA performance will be conducted using the metrics provided by the Bitrix24 Helpdesk system. This will monitor response times for all tickets. Reports on this performance will be issued to customers within 24 working hours of a request.

5.2. The client will have the rights set forth below relating to the Intreface provision of the services. This SLA provides the client's sole and exclusive remedy for Intreface failure to provide the services or meet the Uptime Commitment. All standards and commitments are subject to the limitations and exclusions set forth herein.

5.2.1. If the availability of services for a given month is less than the applicable Uptime Commitment, but 98% or higher, the Client will receive a 25% service credit for the hosting services for such month. If the availability of services for a given month is lower than 98%, the client will receive a 50% service credit for the hosting services for such a month. Monthly hosting service charges are calculated from the annual hosting fee divided by 12.

5.2.2. In the event the client is not up to date with their payment obligations when an outage occurs, remedies will accrue, but service credits will not be issued until the client becomes up to date with their payment obligations.

5.2.3. To receive service credits, the client must submit a written request to support@intreface.com within 30 days after the end of the month in which the services failed to meet the Uptime Commitment, or the client's right to receive service credits with respect to such unavailability will be waived.

6. Server Support Services

The server support service ensures that clients' hosting environments are maintained and optimized for the effective use of Bitrix24, Omnie AI and Vuuze.

6.1. Included within the scope of server support services:

- Monitoring server uptime and performance.

- Regular server maintenance, including security patch updates and performance optimization.
- Assistance with backup configurations and restorations.
- Diagnosis and resolution of server-side errors affecting the supported software.
- Providing recommendations for server upgrades or modifications to meet system requirements.
- Guidance on compatibility issues between the hosting environment and the supported software.

6. 2. Excluded from the scope of server support services:

- Troubleshooting issues related to third-party software or scripts not explicitly supported by the SLA.
- Management or configuration of third-party applications installed on the server.
- Development or debugging of custom server-side scripts or modules.
- Issues caused by unauthorized changes made to the server configuration by the client.
- Physical hardware repairs for on-premises servers (this must be handled by the client's hardware vendor).
- Support for client-managed server environments unless explicitly agreed upon in advance.

6.3. Additional Server Support Notes

- Clients must ensure that all server access credentials (FTP, SSH, Control Panel, etc.) provided for support are accurate and up to date.
- Any delays in response or resolution caused by incomplete or incorrect server information, third-party interference, or issues beyond Intreface's control are excluded from SLA compliance metrics.
- Server support excludes extensive server reconfiguration or migration, which will be treated as a separate project and charged at standard rates.
- Server support services operate under the same terms, conditions, and limitations as detailed in this SLA.

7. Disaster Recovery Procedure

7.1, Purpose - The Disaster Recovery (DR) Procedure ensures business continuity and the rapid restoration of services in the event of a critical failure, data loss, or catastrophic event affecting the hosting infrastructure of Bitrix24, Omnie AI, or Vuuze.

7.2. Scope - This procedure applies to all servers and environments managed by Intreface under the terms of this SLA, including any associated databases, file storage, and backup systems.

7.3. Recovery Objectives

- Recovery Time Objective (RTO): 8 hours for critical production systems and 24 hours for non-critical systems.
- Recovery Point Objective (RPO): No more than 24 hours of data loss based on the most recent successful backup.

7.5. Disaster Identification and Escalation - Upon detection of a critical outage, data loss, or compromised infrastructure, Intreface's monitoring systems and support staff will immediately initiate the Disaster Recovery protocol.

- The incident will be logged and assigned a high-urgency status.
- The client will be notified within 1 hour of incident confirmation, including an initial impact assessment and estimated recovery time.

7.6. Restoration Process

- The restoration process will commence by activating the latest available verified backup.
- Services will be restored to a secure standby environment while primary systems are recovered.
- Data integrity will be validated prior to resuming full operations.
- Once services are stable, any incremental updates since the last backup (if retrievable) will be synchronized.

7.7. Communication and Reporting - Throughout the recovery process, Intreface will provide regular status updates to the client at intervals not exceeding 2 hours.

7.8. Testing and Review - The Disaster Recovery procedure will be reviewed and tested annually, or following any major infrastructure change, to ensure continued effectiveness and alignment with current operational standards.