

Service Level Agreement

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Singleview. The goal of this Agreement is to obtain mutual agreement for IT service provision between the Singleview and Customer(s). The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

1. Performance

- Minimum availability – Singleview will make the Services available with an uptime of 99%.
- Calculating uptime – The uptime shall be calculated on a monthly basis, calculated by dividing the number of operationally successful minutes by the total number of minutes in the relevant calendar month, excluding any scheduled maintenance and any downtime caused by events or issues outside of Singleview's control (including for the avoidance of doubt any issues that the Customer is responsible for). A minute is considered operationally successful when more than 95% of Singleview's API responses are successful. A response is considered operationally successful when the data is replied back.
- Scheduled maintenance – Planned maintenance may not exceed three (3) hours and must be communicated to the Customer at least a week in advance, unless deemed necessary from a security perspective, in which case the maintenance can take place with a shorter notice.
- Reporting – Singleview will report operational incidents and scheduled maintenance affecting the Services through in-app or on-demand reports and the Customer can elect to subscribe to e-mail notifications.

2. Maintenance and support services

Scope of services:

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check

General conditions

- Beneficiary – Singleview will provide Maintenance and Support Services to the Customer (which for avoidance of doubt does not include End-Users) starting from the Signing Date, alternatively from the Go-Live Date if one is defined in an Order Form.
- Second-line – Maintenance and Support Services is provided as second-line meaning that the Customer must exhaust all in-house

resources in relation to an issue and conclude that the issue is caused by the Services before contacting Singleview.

- Responsibility – Singleview and the Customer are responsible for solving incidents and malfunctions within their own scope of control (e.g. Singleview is not responsible for incidents or malfunctions that are not attributable to the Services).
- Information – The Customer shall promptly provide Singleview with all information and materials required for the purpose of investigating, diagnosing and correcting a reported issue. Singleview shall not be liable for failure to provide, or delay or error in providing, the Maintenance and Support Services resulting from the failure or delay in providing information.

Preventive and adaptive maintenance

- Preventive maintenance – Singleview will deliver fixes, patches, service packs, changes, modifications, updates, upgrades and versions of the Service for the purpose of preventing errors, incidents and Defects (as defined below) on an ongoing basis.
- Adaptive maintenance – Singleview shall provide adaptive maintenance, which includes changes necessitated by environment changes and includes modification to the Services if this is needed to maintain compatibility with any new releases, changes in hardware or similar.

Corrective maintenance

- Corrective maintenance – Singleview shall provide corrective maintenance, which means that Singleview will correct Defects in the Services, a "Defect" being anything more than a minor deviation in the Services, including but not limited to incidents and malfunctions.
- Issue reporting – The Customer shall report Defects by creating a ticket in the electronic ticketing system and provide Singleview with a detailed description of the Defect.
- Priority level – The Customer shall assign the priority level based on the Defect's business impact in accordance with the below. Hours & Days represents business hours and business days.

Priority level	Resolution timeframe
High	Within 8 hours
Medium	Within 48 Hours
Low	Within 5 Working Days

Service availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 9:00 A.M. to 5:00 P.M. Sunday – Thursday
Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer/action the call, however there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Sunday – Thursday
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 72 hours during the business week

Singleview

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