

**Standard Service Level Agreement**

Product support is provided by the Spredfast Customer Support Team (“CST”). Support encompasses technical troubleshooting, functional expertise and instruction on the configuration and use of Spredfast products, as well as general customer service. Spredfast recommends that Customer leverage internal support mechanisms and/or the self-service content in the Spredfast Community (at the link provided below) in addition to the CST members for the best experience possible.

Capitalized terms have the meanings given to them herein or in the MSA. The term “SaaS Platform” means all software-as-a-service products subscribed to by the Customer. The term “Month” means calendar month.

The terms of the Service Level Agreement (“SLA”) are as follows.

- **Uptime** – Uptime is the time during any Month that the SAAS Platform is available within reasonable response times. Spredfast has an Uptime guarantee of 99.5% except for Scheduled Maintenance (as defined below). The calculation used to arrive at the Uptime result is:

$$(\# \text{ of Minutes Per Month}^*) \times (99.50\%) = \# \text{Uptime Minutes Per Month}$$

- **Uptime Measurement & Exclusions** – Uptime is measured by our external monitoring system through API access and HTTP screen loads. Uptime excludes Scheduled Maintenance and any downtime or service interruptions caused by any third party network or application (ex. downtime of a Social Media Network).
- **Customer Support Hours** – Standard Spredfast Customer Support hours are **24x7**
- **Customer Support Contact Options** – Customer can reach the Spredfast CST through the following channels.
  - **In-App:** The ticket form in the Spredfast SaaS Platform
  - **Email:** support@spredfast.com
  - **Community:** <http://community.spredfast.com>
  - **Phone Line:**
    - **US** (888) 506-6036
    - **UK** 0800-090-3683
    - **Australia** 1-800387054
    - **International Toll** +1 (512) 222-1509

**Service Level Commitments** - Spredfast will acknowledge and respond to all inbound requests as specified in the Priority Support Table below. Resolution times will vary depending on the complexity of the reported problem and/or the nature of the required solution. In some cases, resolution may take longer if:

- A significant product change is required.
- A third party application or network (ex. a Social Media Network) or other condition outside our control is responsible for the underlying problem.

Spredfast’s standard framework for problem resolution is to categorize and prioritize problem reports in a typical manner, such as “Priority 1”, “Priority 2”, and “Priority 3”. Any production system outage is automatically treated as a high/critical “Priority 1” issue and triggers a 24x7 development and support commitment until resolved. Lower priority issues are ranked based on impact to the Customer and issue complexity.

Initial Response: Acknowledgment of receipt of problem reported and assignment of support incident number.

Priority Support Table	
<b>Priority 1 Support Issue</b>	
Priority Definition	Widespread production system outage. SaaS Platform is completely unusable.
Initial Response	Within 1 hour maximum
Spredfast Action	All resources applied 24x7 until resolved
Resolution Time	Spredfast will target completion of a work-around or fix within 24 hours once the

	problem is reproducible. Spredfast may incorporate the fix into a future update to the SaaS Platform.
Follow Up	(if requested/required) Every 2 hours following initial response to the extent information is available
<b>Priority 2 Support Issue</b>	
Priority Definition	Major feature or function of the SaaS Platform fails which results in the operation of the SaaS Platform being restricted. No clear work-around.
Initial Response	Within 4 hours maximum
Spredfast Action	All resources applied within business hours until resolved.
Resolution Time	Spredfast will target completion of a work-around or fix within 3 days once the problem is reproducible. Spredfast may incorporate the fix into a future update to the SaaS Platform.
<b>Priority 3 Support Issue</b>	
Priority Definition	Minor impact to production workflow. Also includes questions on product use, feedback, suggestions, other.
Initial Response	Within 8 hours maximum.
Spredfast Action	Resources applied as necessary.
Resolution Time	Varies. Resolution of the problem may appear in a future update to the SaaS Platform.
<b>Security Breach and Incident Management</b>	
Priority Definition	Any credible indication that security has been breached will be treated as a <b>"Priority 1 Support Issue"</b> as defined above. All service level commitments will apply.

- *Maintenance and Update Notification* – “Scheduled Maintenance” means a regular maintenance window during which Spredfast conducts maintenance on any part of the SaaS Platform. Customer will be notified via email or, for some products, by screen notifications within the SaaS Platform at least 2 business days prior to any Scheduled Maintenance that includes SaaS Platform downtime. In the event that the Scheduled Maintenance downtime window needs to be significantly exceeded or altered, Spredfast will notify Customer as soon as possible prior to the planned update.
- *Disaster Recovery & Business Continuity Plans* - During the term of the Agreement, Spredfast will have a disaster recovery plan in place for the hosting location from which the SaaS Platform is provided. If Spredfast’s disaster recovery plan is invoked, Spredfast will restore the SaaS Platform to the service availability service level described above in accordance with the requirements of such plan. In addition, Spredfast will have an annually tested business continuity plan in place to assist Spredfast in reacting to a disaster in a planned and tested manner.

.. This SLA was last updated March 22, 2017. Spredfast reserves the right to update this SLA from time to time, provided that Spredfast will request Customer consent to any material changes either by acknowledgement or by agreement to any auto-renewal for the SaaS Platform.