

Service Level Agreement – all product lines

Technical Support Terms

UrbanLogiq will provide Technical Support to the client via both telephone and electronic mail on weekdays during the hours of 8:30 am through 5:00 pm Pacific time, with the exclusion of Federal and State Holidays (“Support Hours”). In-app support is provided through both the Intercom chat functionality (live chat) and Intercom Articles (training documents and videos). THE CLIENT may initiate a Help Desk ticket during Support Hours by calling **1-833-872-2647** or any time by emailing customersuccess@urbanlogiq.com. The customer may also submit an immediate message to UrbanLogiq's Customer Success team directly through the application (home.urbanlogiq.ca). Company will use commercially reasonable efforts to respond to all Help Desk tickets within one (1) business day. Security concerns can be raised by contacting security@urbanlogiq.com. UrbanLogiq's Service Level Agreement (SLA) guarantees a planned uptime of 99.9%, with a sliding scale of downtime compensation provided.

Service availability of 99.9% will be measured monthly, excluding holidays and weekends and scheduled maintenance. If the client requests maintenance during these hours, any uptime or downtime calculation will exclude periods affected by such maintenance. Further, any downtime resulting from outages of third-party connections or utilities or other reasons beyond UrbanLogiq's control will also be excluded from any such calculation. The client's sole and exclusive remedy, and UrbanLogiq's entire liability, in connection with Service availability shall be that for each period of downtime lasting longer than one hour.

UrbanLogiq will credit the client with 0.5% of Service fees for each period of 60 or more consecutive minutes of downtime, provided that no more than one such credit will accrue per day. Downtime shall begin to accrue as soon as THE CLIENT (with notice to UrbanLogiq) recognizes that downtime is taking place and continues until the availability of the Services is restored. In order to receive downtime credit, THE CLIENT must notify UrbanLogiq in writing within 24 hours from the time of downtime, and failure to provide such notice will forfeit the right to receive downtime credit. Such credits may not be redeemed for cash and shall not be cumulative beyond a total of credits for one (1) week of Service Fees in any one (1) calendar month in any event. UrbanLogiq will only apply a credit to the month in which the incident occurred. UrbanLogiq's blocking of data communications or other Service in accordance with its policies shall not be deemed to be a failure of UrbanLogiq to provide adequate service levels under this Agreement.

UrbanLogiq's incident escalation approach categorizes four levels of severity:

SEVERITY 1 – CRITICAL BUSINESS IMPACT. The production use of the Subscription Services is stopped or so severely impacted that End user agencies cannot reasonably continue work; requires round-the-clock attention until the problem is resolved (a “**Severity 1 Error**”).

1. Supplier (UrbanLogiq) shall begin work on the error within fifteen (15) minutes of notification;
2. Supplier shall engage development staff until the problem is circumvented or corrected; and

3. Supplier shall provide End user agency with ongoing communication on the status of the problem resolution.

SEVERITY 2 – SIGNIFICANT BUSINESS IMPACT. A high-impact problem is affecting Service Levels and/or materially impacting End user agency’s use of the Subscription Services. Problem resolution shall be initiated within sixty (60) minutes, and the resolution of these problems requires serious and sustained attention during normal business hours (defined as 8 hours until the problems are circumvented or corrected (a “**Severity 2 Error**”).

1. Supplier shall begin work on the error within sixty (60) minutes of notification;
2. Supplier shall engage development staff until the problem is circumvented or corrected; and
3. Supplier shall provide End user agency with ongoing communication on the status of the problem resolution.

SEVERITY 3 – SOME BUSINESS IMPACT. This includes problems of general work-queue type and that do not come within the definitions of Severity 1 Error or Severity 2 Error. These problems shall be addressed after Severity 1 Errors and Severity 2 Errors have been corrected and may be pursued during normal business hours on a resources-available basis (a “**Severity 3 Error**”).

1. Supplier shall begin work on the error within one (1) day of notification; and
2. Supplier shall engage development staff to provide a workaround and to resolve the problem as soon as possible after notification.

SEVERITY 4 – MINIMUM BUSINESS IMPACT. End user agency requests information, an enhancement, or documentation clarification regarding the Subscription Services or SaaS Software but there is no impact on the operation of the Subscription Services or SaaS Software. The implementation or production use of the Subscription Services or SaaS Software is continuing and there is no work being impeded at the time (a “**Severity 4 Error**”).

1. Supplier shall provide a response regarding the requested information or documentation clarification within two (2) days of notification; and
2. Supplier shall consider enhancements for inclusion in a subsequent update to the Subscription Services, SaaS Software, or documentation.