

SLA SIGNIUS S.A.

§ 1 Definitions

1. Types of Incidents - system malfunction, irrespective of the cause of such malfunction.

<i>Types of Incidents</i>	<i>Definition of types of Incidents</i>
Failure	Inability to perform basic operations. Incorrect functioning of the information system resulting in a complete inability to use its functionality or such limitation of the system's use that it will cease to perform its basic functions.
Error	Disruptive to customer service. Incorrect functioning of the system that will result in limitations in system use while maintaining its basic functions.
Glitch	Not affecting business goals. Incorrect operation of any system that is not classified as a Failure or Error.

2. The Response Time - refers to the time period between the reporting of an event and the execution of actions by the Service Provider stipulated in this document. It is calculated from the moment the error is reported and is not dependent on any inquiries made by the Service Provider to the Ordering Party.
3. Repair Time - the duration between the reporting of an event and the completion of the event's repair.
4. Business day - a day from Monday to Friday, excluding public holidays in Poland.
5. Guaranteed availability – refers to the guaranteed operational time of the IT Service. It is defined in percentages and understood as the service's capability to function correctly during a period defined as a month.
6. Resolution Period - the timeframe from the reporting of an incident to the completion of its resolution.
7. Workaround – refers to the restoration of the ability to utilize the Contractor's Service, despite the failure cause not being resolved. It does not exempt the Service Provider from the obligation to rectify the failure in the shortest feasible timeframe.
8. Software Support - a function aimed at ensuring uninterrupted access to the Service, and in case of a Failure - resolving it.
9. Service – refers to the holistic solution comprising a central IT system, consultants' workstation software, and their efforts directed towards delivering support services such as verification and call center functions, i.e.,

disseminating information through diverse communication channels, notably incorporating the ticketing system.

10. Support Services - SLA services provided by the Contractor to the Ordering Party.

11. Report/Incident Report - a notification from the Principal to the Vendor regarding the occurrence of a failure.

§ 2 Conditions of service and Scope of Support Services

1. Guaranteed availability of the Contractor's Service.

<i>SLA service category</i>	<i>Guaranteed service availability time in percentage over the course of a year</i>
Standard	99%

2. The lack of availability indicates a system Failure where any part of the system is not operational. Providing a workaround is equivalent to restoring access to the Contractor's Service.

3. Support Services specifically include:

- Receiving and processing Incident Reports,
- Consulting and assessing the validity of Incident Reports
- Fulfilling additional orders as per the Agreement,,
- Handling Failures.

4. Types of Incident Reports and response times

Incident Reports submitted through the system are classified by type and assigned a response time depending on complexity.:

<i>Types of Incidents</i>	<i>Definition of types of Incidents/Issues</i>
Failure	4 godziny
Error	8 godzin
Glitch	16 godzin

§ 3 Support coverage hours

1. Support Services are effective during the hours specified below

<i>During the hours from – to</i>	<i>Additional information</i>
8 AM - 4 PM	On business days in CET (Central European Time)

2. Any activities associated with rectifying failures shall be carried out within the operational hours of the Support Services.

3. The Contractor is obliged, upon the Ordering Party's request, to provide all information related to the process of rectifying failures and their causes.

§ 4 Reporting Incidents

The following service incident reporting channels are available:

1. By sending an email

Sending an email will automatically create a ticket in the ticketing system.

"The designated email address for Incident Report submissions."

Individual Customers: support@signius.eu

Business Clients: business.support@signius.eu

2. Incident Reports are registered in the ticketing system.