Narrative 1 Service Level Agreement

Business hours are 8:30 AM ET to 8:00 PM ET Monday to Friday

Severity	Severity Level Definition	Initial Response	Resolution Time
Severity 1 (Critical)	The Software in the production environment is not available; Key features or functionality of the Software in production are not available or inaccessible to all users and there are no acceptable workarounds. Any problem or condition that results in material error of essential and/or non-essential processes that may expose LightBox or its Clients to significant financial or legal risk.	Within 1 hours of receipt during business hours. Within 6 hours during non-business hours.	Issue resolved as soon as possible, or with reasonable workaround, but in no event more than 24 hours of time of discovery or time reported.
Severity 2 (Major)	The Software in the production environment in part or in whole is seriously affected and operationally limited and no acceptable workaround or alternative solution is readily available. The majority of end users are affected.	Within 2 hours of receipt during business hours. Within 8 hours during non-business hours.	Issue resolved or reasonable workaround within 72 hours of the time of discovery or time reported.
Severity 3 (Minor)	The Software in the production environment is restricted but operational, and no acceptable workaround or alternative solution is readily available. Some of the end users are affected	Within 24 hours of receipt during business hours Monday to Thursday. Within 96 hours of receipt Friday through start of business Monday.	Issue resolved within 20 business days or acceptable workaround.
Severity 4 (Info)	The Software in the production environment is operational and there is an alternate solution available; minor issue that do not adversely restrict any production process or function; questions or requests regarding functionality of the Software	Within 5 business days of receipt.	Licensor will provide target for resolution

Uptime: 99.7%. Uptime is calculated as

[(Scheduled Uptime – Scheduled Downtime – Unscheduled Downtime) / (Scheduled Uptime – Scheduled Downtime)] x 100

RTO & RPO:
• RTO: 24 hours
• RPO: 1 hour