

Service Level Agreement (“SLA”)

1. Scope

This SLA defines the responsibilities of the parties and the infrastructure required to support the Services. This SLA is incorporated by reference into the Master Services Agreement (the “Agreement”) between Telesign Corporation (“Telesign”) and Client and governs the provision of the Services by Telesign to Client pursuant to the Agreement

2. Additional Definitions All terms not otherwise defined herein shall have the meaning ascribed to those terms in the Agreement:

“**Service Border**” is defined as the farthest network egress point to the public internet, switched telephone network or SMS network that is entirely under the direct control of each party.

“**Span of Control**” means Telesign and Client shall only be responsible for those aspects, components, inputs, and interfaces that fall directly under the control of their respective infrastructure and personnel up to their respective Service Borders. The following are outside the Span of Control and will release both parties from the obligations set forth in this Schedule:

- a) An outage of services that is due to the failure or non-performance of any equipment, connections, or services that are not under the direct control or supervision of each party, or their respective employees, contractors, or subcontractors; such services include without limitation peer-to-peer Internet service provider routing, or third party data center failure; or.
- b) Any other events of force majeure as defined in the Agreement.

“**Downtime**” means the total minutes in a month during which the aspects of the Services specified in the Client Order are unavailable, excluding Scheduled/Planned Maintenance and Emergency/Unplanned Maintenance

“**Issue**” means (i) any single event, or (ii) any set of events, that result in Downtime.

“**Monthly Minutes**” is the number of total minutes in a calendar month.

3. Types of Support Tiers

<i>Features</i>	<i>Basic Support Tier</i>	<i>Starter Support Tier</i>	<i>Advanced Support Tier</i>	<i>Premier Support Tier</i>
Priority Based Response Times				
<i>P1</i>	120 business minutes	60 business minutes	30 minutes (Available 24/7)	15 minutes (Available 24/7)
<i>P2</i>	N/A	120 business minutes	60 business minutes	30 business minutes
<i>P3</i>	NA	1 business day	1 business day	1 business day
Omnichannel Support	E-mail	E-mail, Voicemail	E-mail, Voicemail	E-mail, Live Hotline
Engineering Support	Standard	Standard	Senior Support Engineer	Dedicated Senior Support Engineer Team
Issue Escalation	N/A	24/7 Escalation for P1s	24/7 Escalation for P1 & P2s	24/7 Escalation for All Issues
Proactive Monitoring & Reports	N/A	Proactive alerts for unusual or suspicious activity	Proactive alerts for unusual or suspicious activity	Proactive alerts for unusual or suspicious activity
Support Review Meetings	N/A	N/A	Quarterly	Monthly

Implementation Manager	N/A	30 Days	60 Days	90 Days
Customer Success Manager	N/A	N/A	N/A	Dedicated CSM

4. Priority Based Issues

4.1 Categories of Issues

P1 – Critical Service Issue	<ul style="list-style-type: none"> • Examples of Issue Types <ul style="list-style-type: none"> ○ Client unable to access Telesign’s API. ○ Majority of voice calls or SMS messages not being received by end users or the majority of messages subject to non-standard delays. ○ Client inquiry claiming any service is ‘down’.
P2 – Services Impaired	<ul style="list-style-type: none"> • Examples of Issue Types <ul style="list-style-type: none"> ○ One or more services appear to be impacted. ○ Multiple users reporting severe slowness or degradation of service. ○ Voice call or SMS messages being delayed to certain countries or regions at a non-standard level. ○ Intermittent availability of Telesign API.
P3 – Functional Issues & Support Inquiries	<ul style="list-style-type: none"> • Examples of Issue Types <ul style="list-style-type: none"> ○ Escalation of a single user experience. Additional investigation requested from Telesign Support. ○ Feature requests, functional questions and general product inquiries. Customer business is not impacted.

4.2 The initial severity assigned to an Issue raised by Client may be adjusted up or down as appropriate by either party, after consideration of new and changed factors related to the status of the Issue.

4.3 Any reported Issue that has been deemed as having been caused by a failure outside of Telesign’s control will be returned to Client with an appropriate explanation.

4.4 For each support Issue, Client is required to provide all necessary information to facilitate timely problem resolution when reporting the Issue. If any information is incomplete, resolution to the Issue may be delayed until Client provides the necessary information to facilitate timely problem resolution.

5. Omnichannel Support

Types of Support Tiers	Omnichannel Support
Basic Support Tier	Email to support@telesign.com
Starter Support Tier	Support may be reported via voicemail to +1 310.740.9700 (Extension 3) or 1.800.850.3485 (Extension 3) or Email to support@telesign.com
Advanced Support Tier	Support may be reported via voicemail to +1 310.740.9700 (Extension 3) or 1.800.850.3485 (Extension 3) or Email to support@telesign.com
Premier Support Tier	Support may be reported via telephone to +1 310.740.9700 (Extension 3) or 1.800.850.3485 (Extension 3) and via Live Hotline: US +1 310-737-8388 and EU+32 2 883 55 95 or Email to support@telesign.com.

6. Engineering Support

- 6.1 Where available in the appropriate Support Tier(s), Client's Issue shall be routed to a Senior Support Engineer within the Support Team or to their dedicated Senior Support Engineer Team.

7. Issue Escalation (Not available in Basic Support Tier)

Where available in the appropriate Support Tier(s), the Issue may be escalated as follows:

Escalation Order	Trigger	Contact	Details
1	Initial Incident inquiry escalation	Telesign Customer Support	Business Hours: 24 hours a day 7 days a week support@telesign.com or +1.310.740.9700 (ext. 3) or +1.800.850.3485 (ext. 3)
2	Unresolved Case Status from support within Initial Response targets or unreachable	Customer Success Manager	TBD - Designated CSM will be allocated if applicable, once account has been closed

8. Monitoring and alerts

- 8.1 Where available in the appropriate Support Tier(s), the Support Team shall monitor and inform the Client when suspicious activity or errors, in Telesign's sole determination, are detected within their Telesign account, which may include and subject to change:

- a) Errors due to misconfiguration or faulty binds with Telesign Services;
- b) Material deviations from historical SMS or Voice usage, including, but not limited to, abnormal increases in traffic volume, operator-specific surges, or changes in targeted countries;
- c) Traffic flooding to a single number;
- d) TPS Rate limit warnings; or
- e) Spam, phishing, and forbidden content.

Notwithstanding any provision to the contrary in the Agreement, Telesign's detection protocols may rely on conditional or restricted criteria that are subject to change from time to time. Telesign may modify these protocols at its sole discretion. The Client acknowledges that Telesign provides monitoring and alerting on a reasonable-efforts basis and that such processes, including detection, may not be error-free. Telesign does not guarantee the detection of any activity the Client considers suspicious. The Client remains solely responsible for all traffic generated through its Telesign account.

9. Support Review Meetings

- 9.1 Where available in the appropriate Support Tier(s), Client may be able to request for a virtual meeting with a Principal/Senior Support Engineer on a quarterly or monthly cadence.

10. Implementation Manager

- 10.1 Client shall have access to a dedicated implementation team for the period set out in the Support Tier.

11. Customer Success Manager

- 11.1 Where available in the appropriate Support Tier(s), Client shall have a dedicated Customer Success Manager.

12. Responsibilities

12.1 Client Support Responsibilities

- 12.1.1 Client shall be responsible for setup, usability configuration, account management and performance issues that fall within their Span of Control.
- 12.1.2 If Client is unable to resolve their end user's support incident, after (i) having made commercially reasonable efforts to do so and (ii) having exhausted all other support options available to Client, Client may report such Issue to Telesign.

- 12.1.3 Client shall answer their end users' questions regarding the Services and attempt to resolve all issues. Client will provide any necessary translation of non-English information about Issues into English prior to submitting to Telesign. Client will also be responsible for translating any resolution information from Telesign into any required local language that is needed by Client.
- 12.1.4 Client will develop a system of communicating resolutions of particular support issues to its own internal staff members when such an explanation may help to assist the resolution of similar issues for other users.

13. Notifications of Maintenance

13.1 Telesign Scheduled/Planned Maintenance Telesign will make commercially reasonable efforts to provide Client with notice of all planned maintenance activities that could result in service interruptions as defined in the Table below.

Maintenance Type	Notification Goal
Emergency/Unplanned Maintenance	As much notice as possible if potential client impact.
Scheduled/Planned Maintenance	4 weeks notification if potential client impact.
Product/Feature Release	60 days notification.

- 13.2 Telesign Emergency/Unplanned Maintenance If it is necessary for Telesign to perform unscheduled maintenance which may result in or as a result of Telesign Services outage, Telesign shall immediately provide notification and regular updates to Client.
- 13.3 Service Issues (Unplanned) Telesign will make commercially reasonable efforts to notify Client in the event that there is a severe degradation in the performance and/or availability of Telesign's services, as determined by Telesign in good faith.

14. Service Level Metrics

14.1 Telesign will use commercially reasonable efforts to maintain a performance at or above the Monthly Uptime Percentage Target as set out in the Table below:

Service Level Metric	Monthly Uptime Percentage Target
Telesign API Availability	99.99%
WhatsApp Business API Availability	99.95%

The "Monthly Uptime Percentage" for a Telesign API Availability is calculated by the following formula:

$$(\text{Monthly Minutes} - \text{Downtime}) * 100 / (\text{Monthly Minutes})$$

14.2 Telesign API Availability Service Level is measured by HTTPS calls made every minute to the designated Telesign API URL(s) by an independent 3rd-party web service monitoring service.