

## Terms & conditions of service

Please refer Avhan Tech MSLA for full details on terms & conditions of service. *We are not liable for operational penalties and SLAs.*

Below is a summary extract of Avhan Tech standard SLAs and Helpdesk support timelines offered to its clients -

### 1. Service Level Agreement (SLA):

- a. Monthly 'Uptime' is  $\geq 99.5\%$ 
  - i. The Monthly 'Uptime Percentage' is calculated by the following formula:  
Uptime Calculation (%) =  $((\text{Total User time} - \text{Total Down time}) * 100) / \text{Total User time}$
  - ii. Time is measured in minutes.
  - iii. 'Downtime' is measured in user-minutes, i.e., for each month, downtime is the sum of the length of each Incident (in minutes) that occurs during the month multiplied by the number of active users impacted by it (i.e., the users logged into Jodo system at the time of each incident).
  - iv. As count of agents as well as number of hours that each agent works changes on a daily basis, 'Total User Time' is defined in Jodo World system as 24 hours per day (for total working days in a month, as defined in the support Agreement) per license for related Incident Severity Level.
  
- b. Issue Resolution % by severity level (monthly):
  - i. P1 severity:  $\geq 99.5\%$
  - ii. P2 severity:  $\geq 98\%$
  - iii. P3 severity:  $\geq 95\%$

P1 to P3 severity levels, with their respective support terms, are defined in the Table below.

### Standard Support Levels for Issue Resolution

Criticality \ Severity	Avhan Tech support level timelines
<p><b>Severity 1 *:</b></p> <p>P1 Issue – more than 50% impact on Licensee’s / Subscribers production due to disruption in Jodo application relating to -</p> <ol style="list-style-type: none"> <li>1. any traffic handling (incoming or outgoing) by agents or system for any communication media</li> </ol> <p style="text-align: center;">Or</p> <ol style="list-style-type: none"> <li>2. Failure in self-service application</li> </ol> <p style="text-align: center;">Or</p> <ol style="list-style-type: none"> <li>3. Distribution of traffic to Resource</li> </ol> <p style="text-align: center;">Or</p> <ol style="list-style-type: none"> <li>4. Inability for resource to connect with system</li> </ol> <p>Example: Disruption in media traffic handling due to Jodo internal failure or some component going non-responsive</p> <p>It does not include –</p> <ul style="list-style-type: none"> <li>• delay in database (DB) response,</li> <li>• lack of disk space,</li> <li>• network issues,</li> <li>• PRI / Telecom service provider issues</li> </ul>	<p>Response time: 15 minutes</p> <p>Resolution time: 4 hours</p> <p>Applicable 365 days. 24*7.</p> <p>Following communication channels are offered as alternates to report the issue:</p> <ul style="list-style-type: none"> <li>• Call on Avhan Tech GSM</li> <li>• Register a ticket on Avhan Tech Helpdesk</li> </ul>
<p><b>Severity 2 *:</b></p> <p>P2 Issue - Partial impact on Licensee’s / Subscribers production (25% &gt; x &lt; 50%) due to disruption in Jodo application, non-direct production issue or operational issue.</p> <p>Example: Disruption in media traffic handling due to Jodo internal failure or some component going non-responsive.</p>	<p>Response time: 60 mins</p> <p>Resolution time: 8 hours</p> <p>Applicable during Avhan Tech working hours &amp; days</p>

Criticality \ Severity	Avhan Tech support level timelines
<p>It does not include –</p> <ul style="list-style-type: none"> <li>• delay in database (DB) response,</li> <li>• lack of disk space,</li> <li>• network issues,</li> <li>• PRI / Telecom service provider issues</li> </ul>	<p>Available communication channel:</p> <ul style="list-style-type: none"> <li>• Register a ticket on Avhan Tech Helpdesk</li> </ul>
<p><b>Severity 3 *:</b></p> <p>P3 Issue – Partial impact on Licensee’s / Subscribers production (1% &gt; x &lt; 25%) due to disruption in Jodo application, non-direct production issue or operational issue.</p> <p>Example: Disruption in media traffic handling due to Jodo internal failure or some component going non-responsive.</p> <p>It does not include –</p> <ul style="list-style-type: none"> <li>• delay in database (DB) response,</li> <li>• lack of disk space,</li> <li>• network issues,</li> <li>• PRI / Telecom service provider issues</li> </ul>	<p>Response time: 60 minutes</p> <p>Resolution time: 12 hours</p> <p>Applicable during Avhan Tech working hours &amp; days</p> <p>Available communication channel:</p> <p>Register a ticket on Avhan Tech Helpdesk</p>
<p><b>Severity 4 *:</b></p> <p>P4 Issue – Problems not directly affecting production or operations</p> <p>Example:</p> <ul style="list-style-type: none"> <li>• User Manual / Help Documentation errors</li> <li>• Formatting errors in reports</li> <li>• Formatting errors in On-screen queries</li> <li>• Format errors in transaction and masters</li> <li>• Feedback on Jodo product features not affecting business operations</li> </ul>	<p>Response time: 120 minutes</p> <p>Resolution time: 24 hours</p> <p>Applicable during Avhan Tech working hours &amp; days</p> <p>Available communication channel:</p> <ul style="list-style-type: none"> <li>• Register a ticket on Avhan Tech Helpdesk</li> </ul>

## 2. Issues resolution approach –

- a. To help Licensee achieve faster issue resolution, Avhan Tech provides a User guide, an FAQ list and a Trouble-shooting guide to help navigate the application and understand general issues. Avhan Tech helpdesk support is available for assistance on issues that are **not covered** in these documents.
- b. Licensee's / Subscribers IT team is expected to execute preliminary and normal trouble shooting activities.
- c. Avhan Tech Support will assist Licensee's / Subscribers team remotely to perform a preventive maintenance activity every quarter. This is to ensure system health and performance. Avhan Tech team will publish and share Quarterly preventive maintenance, audit report along with observations and action required list. Licensees are recommended to organize internal teams and action plans based on the report.
- d. Support requests are processed on a first-come, first-served basis by Avhan Tech. Though Priority 1 and 2 (P1 and P2) requests are processed out of turn.
- e. Avhan Tech's issue resolution support are operational timelines and not a commitment or SLA.
- f. Avhan Tech's JodoWorld® suite technology offers connectors or easy integrations with various 3rd party CRM, ERP, HRMS, Content management platforms, Ecommerce platforms and other custom-built applications. Licensee understands and appreciates that Avhan Tech does not have access to or any partnership with the 3rd party product / platform / hardware, or any special or additional information than is publicly available and published by such 3rd parties. As such, Avhan Tech is not responsible for nor can resolve issues related to 3rd party apps, products & services.
- g. Avhan Tech does not manufacture any hardware equipment, as such and based upon prior and specific terms of engagement and support services with the Licensee for the same, the Licensee understands that Avhan Tech will only be able to provide back-to-back support from equipment manufacturers and distributors.