

This SLA Policy for 2Ring Cloud Subscriptions (“**SLA**”) is a policy governing the use of 2Ring products hosted by 2Ring (the “**2Ring Service**”), and is made part of the 2Ring Cloud Agreement posted at <https://cloud.2ring.com/legal> (or other written agreement between the Subscriber and 2Ring governing the use of the 2Ring Service) (the “**Agreement**”). In the event of a conflict between the terms of this SLA and the terms of the Agreement, the terms and conditions of this SLA will apply, but only to the extent of such conflict. Capitalized terms used herein but not defined herein shall have the meanings set forth in the Agreement.

1. SUPPORT

1.1 Support. The 2Ring Cloud Subscription includes support for initial configuration of, troubleshooting daily usage issues in, and technical support for resolving Errors in, the 2Ring Service (collectively, “**Support**”) at no additional cost, subject to the Fair Use Policy described in Section 1.3 below. 2Ring will use commercially reasonable efforts to respond to Subscriber’s Support requests in accordance with Section 3 below. “**Error**” means a reproducible error in 2Ring’s software that causes the 2Ring Service not to perform in substantial conformity with the Subscription, whose origin can be isolated to a single cause.

1.2 Support Hours. 2Ring allocates a certain number of man-hours, subject to the fair use policy described in Section 1.3 below, towards providing Support under each 2Ring Cloud Subscription as described in the table below and set forth in the applicable order form for your Subscription accepted by 2Ring (“**Support Hours**”):

Support Hours (all per 12-month term)	2Ring Dashboards & Wallboards (DW) – 2Ring Cloud			
	Primary Connector ¹	Secondary Connector ²	Unclassified Connector ³	Historical Reporting Module Add-On
# of Hours Credited with the initial purchase of 2Ring Cloud Subscription(s) of at least 50 seats	12	6	0	6
# of Hours Associated per 10 seats per connector type	1	0	0	1
Max # of Hours Associated with a 2Ring Cloud Subscription per Connector Type	62	6	0	56
Max # of Hours Associated per Subscriber for all 2Ring Cloud Subscriptions Combined	100			

1: A “**primary connector**” refers to Amazon Connect, CXone, Five9, Genesys Cloud, UCCE, ZoomCC, and WebexCC connectors.

2: A “**secondary connector**” refers to ServiceNow, and Salesforce connectors. If the secondary connector license is node or instance based and not on a per concurrent user basis (that is, seat based), then the minimum 50 seat requirement must be met on one of the primary connectors to qualify for the Support Hours described in the table above.

3: An “**unclassified connector**” refers to Demo, SQL, Web Service, all beta versions of any connector, and any connector not classified as a “primary connector” or “secondary connector” above.

Upon expiration of the then-current Subscription Term, any unused Support Hours may be carried over to the next Subscription Term provided Subscriber has paid the applicable Subscription Fees within sixty (60) days following such expiration. Expired or unused Support Hours are non-refundable and non-returnable.

1.3 Fair Use Policy. In order to maintain a good level of service for all Subscribers, Support requested by, and provided to, each Subscriber is subject to a fair use policy as reasonably determined by 2Ring. The intended purpose of Support Hours is to initially train the Subscriber with respect to the use of the 2Ring Service and to help the Subscriber with initial configuration of the 2Ring Service with the specifications for their 2Ring Cloud Subscription and to keep it updated and working properly. Support Hours are not intended as outsourced labor nor does it have any value in and of itself. For instance, Support Hours are not intended for help with Subscriber's new configurations of the 2Ring Service (such as, but not limited to, creating new wallboard layouts, or modifying the existing configuration) or additional training. These may be requested as paid professional services from 2Ring unless the balance of the Support Hours available to Subscriber in accordance with the table in Section 1.2 ("**Fair Use Balance**") has not been exhausted during the applicable Subscription Term. 2Ring may limit Support or terminate the Subscription if Subscriber uses Support in an improper, abusive, or fraudulent manner such as, but not limited to, Subscriber placing a high number of calls that concern previously resolved issues, repeated requests for Support for questions to which the answer is readily found in the Documentation, and any inquiries or requests relating to issues that are not related to Support.

2. AVAILABILITY. 2Ring will make the 2Ring Service available 24 hours a day, 7 days a week, and use commercially reasonable efforts to provide 100% uptime, except for any (a) Scheduled Downtime; and (b) unavailability caused by circumstances beyond 2Ring's reasonable control, including failure or delay of Subscriber's or its User's Internet connection, misconfiguration by Subscriber or any third party acting on Subscriber's behalf, issues on Subscriber's or Users' network, issues caused by Third Party Products or Third Party APIs and changes to them, or a Force Majeure Event ("(a)" and "(b)" collectively, "**Uptime Exclusions**"). "**Scheduled Downtime**" means: (a) the hours that the 2Ring Service is offline for regular maintenance as notified by 2Ring at least 24 hours in advance; and (b) any other hours that 2Ring and Subscriber mutually agree for implementing changes to the 2Ring Service subscribed by Subscriber.

3. SEVERITY LEVELS

3.1 Issue Severity Levels. The "**Severity**" levels assigned to issues caused by Errors in the 2Ring Service are defined as follows:

Severity	Definition	TIRT
1	Severe impact or degradation to the Subscriber's business operations caused by intermittent disruption of the 2Ring Service.	4 hours
2	2Ring Service is available and operational. Users are able to perform functions on the 2Ring Service but performance is degraded or severely limited.	12 hours
3	2Ring Service is available and operational. Users' ability to perform functions on the 2Ring Service is largely unaffected, but noncritical functions or procedures are unusable.	72 hours
4	2Ring Service is available and operational. Trivial impact to Subscriber's business operations or Subscriber requires information or assistance on the 2Ring Service capabilities or configuration. Any 2Ring Service questions and configuration change assistance requests fall under this category.	96 hours

- 3.2 Designated Contact.** Subscriber must designate a primary contact, and at least one backup in the primary's absence, to act as a primary liaison between Subscriber and the 2Ring's support team (the "**Designated Contact**"). The Designated Contact must be knowledgeable about the 2Ring Service and will participate in troubleshooting support cases.
- 3.3 Preliminary Troubleshooting.** When a Subscriber becomes aware of an issue, prior to opening a Support case with 2Ring, the Designated Contact must perform reasonable basic troubleshooting and use best efforts to understand the Subscriber's areas of responsibility, as described at <https://cloud.2ring.com/docs/>.
- 3.4 Case Submission.** Cases for all Severity levels, except Severity 1 cases, may be raised by Subscriber through 2Ring's online Support request system (the "**2Ring Support Request System**"). Issues designated by Subscriber as Severity 1 must be raised by telephone to 2Ring's Support team at the phone number specified on the 2Ring Cloud Portal (<https://cloud.2ring.com/support>). If a case has been submitted through the 2Ring Support Request System and the severity has increased to Severity 1, Subscriber must request Support for the case by telephone. Submission of cases on the 2Ring Support Request System will include the Subscriber name, Subscription name, connector name and version, Subscriber's primary email for its Account, 2Ring Tenant ID, and a description of the use and its impact. The Designated Contact will include any other information known by the Designated Contact that is reasonably helpful for 2Ring to analyze the issue (example: changes to the environment including network or firewall changes, web browser type and version used by the User experiencing issues, new configurations, previous troubleshooting efforts, etc.).
- 3.5 Severity Assignment.** 2Ring's Support team prioritizes issues based on the Severity level. When a case is opened by Subscriber, Subscriber will identify a Severity based on the descriptions in the table in Section 3.1, above. Subscriber's Severity designation will be used as a factor by 2Ring when defining the Severity of an issue. The assigned Severity level for an issue may be mutually redetermined by both 2Ring and Subscriber during the issue resolution process. Both parties agree to act reasonably in making in such determination.
- 3.6 Target Initial Response Times (TIRT).** Target initial response times ("**TIRT**") are based on the Severity level of each incident. The automated response received by Subscriber following submission of the case will not be deemed to be 2Ring's initial response. The initial response is deemed to have been made when the issue has been assigned to the appropriate 2Ring personnel, and Subscriber receives a human response (by phone or case notes message) from 2Ring acknowledging the issue. 2Ring will use reasonable efforts to respond to issues in accordance with the TIRT specified in the table above.
- 4. SLA CREDITS**
- 4.1 Uptime.** "**Uptime**" means the percentage of time during a month (not including Uptime Exclusions) in which the 2Ring Service functionality necessary to perform visualization of collected data via one of the supported web-browsers is available. Uptime percentage is calculated as follows: $\text{Uptime} = (A - B + C) / A$; where A = total time in the month, B = time during the month in which 2Ring Service functionality described above is not available, and C = time of Uptime Exclusions during the month.

- 4.2 Credits.** If the Uptime falls below the thresholds in the table below in any given month, Subscriber will be entitled to a credit of a certain number of Man-Hours added to Subscriber's remaining Fair Use Balance in the then-current Subscription Term, the actual number of Man-Hours added being based on the formula described in the table below.

Uptime %	Credit (in Man-Hours)
Below 99.0%	<p>Subscriber's Fair Use Balance for the then-current Subscription Term will be credited with 200% of per seat Man-Hours per month that are permitted under Section 1.2 for the applicable Subscription. The number of Man-Hours arrived at by this formula will be rounded to the nearest whole number, provided that the minimum credit will be 1 Man-Hour.</p> <p><u>Examples:</u></p> <p>a) If the Subscription is for 10 seats, the credit will be calculated as follows: $1 \text{ Man-Hour} / 12 \text{ months} \times 200\%$ $= 0.0833 \text{ Man-Hours per month} \times 200\%$ $= 0.17 \text{ Man-Hours}$</p> <p>Since, 0.17 Man-Hours is less than 1 Man-Hour, and the minimum credit is 1 Man-Hour, 1 Man-Hour will be added to the Subscriber's Fair Use Balance for the then-current Subscription Term.</p> <p>b) If the Subscription is for 120 seats, the credit will be calculated as follows: $12 \text{ Man-Hours} / 12 \text{ months} \times 200\%$ $= 1 \text{ Man-Hour per month} \times 200\%$ $= 2 \text{ Man-Hours}$</p> <p>2 Man-Hours will be added to the Subscriber's Fair Use Balance for the then-current Subscription Term.</p>
Below 97%	<p>Subscriber's Fair Use Balance for the then-current Subscription Term will be credited with 300% of per seat Man-Hours per month that are permitted under Section 1.2 for the applicable Subscription. The number of Man-Hours arrived at by this formula will be rounded to the nearest whole number, provided that the minimum credit will be 1 Man-Hour.</p>

- 4.3 Credit Requests.** Subscriber must request a credit directly from 2Ring within thirty (30) days after the month in which the Uptime fell below one of the foregoing thresholds. Subscriber must contact its 2Ring Account Delivery Manager or 2Ring Service Delivery Manager to request the credit. Upon Subscriber's valid request, 2Ring will apply the applicable credit to the Subscriber's Fair Use Balance for the then-current Subscription Term and such additional Man-Hours will be subject to the same terms as the Support Hours as specified in Section 1.2, above. The credits applied in accordance with this Section constitute 2Ring's entire liability, and Subscriber's sole and exclusive remedy for any unavailability or non-performance of the 2Ring Service or any functionality thereof.
- 5. COOPERATION.** Subscriber will cooperate and work closely with 2Ring to conduct diagnostic or troubleshooting activities and reproduce Errors, as reasonably requested and appropriate.
- 6. QUESTIONS OR ADDITIONAL INFORMATION.** If Subscriber has questions regarding this SLA, please send an e-mail to legal@2Ring.com with the subject line: "SLA Policy for 2Ring Cloud Subscriptions".