

TeleSign Service Level Agreement

1. Operations Support Schedule

1.1 Scope of Operations Support Schedule This Operations Support Schedule defines the responsibilities of the parties and the infrastructure required to support the TeleSign services. This Services Level Agreement (“SLA”) is incorporated by reference into the above-referenced Master Subscription Agreement (the “Agreement”) between TeleSign Corporation (“TeleSign”) and Client and governs the provision of the Services by TeleSign to Client pursuant to the Agreement

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

1.2.1 “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.

1.2.2 “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.

1.2.3 “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

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

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

1.2.6 “Service” or “Services” refers to the online service(s) specified in the Client Order.

2. Service Support Engagement

2.1 Client Support Responsibilities

2.1.1 Client shall be responsible for setup, usability configuration, account management and performance issues that fall within their Span of Control.

2.1.2 If Client is unable to resolve a 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 escalate such support incident to TeleSign, pursuant to the escalation procedures found in this Exhibit.

2.1.3 Client shall answer End Users’ questions regarding the TeleSign Services and attempt to resolve all issues. Client will provide any necessary translation of non-English information about support incidents 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.

2.1.4 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.

2.2 TeleSign Support Responsibilities The TeleSign Customer Success team shall provide Tier 1 support services to Client for the TeleSign Services. Examples of support services that are commonly performed at Tier 1 include, but are not limited to:

- New or undocumented issues
- Code defects
- Service unavailable
- Assistance with unresolved End User incidents

The TeleSign Customer Success team will coordinate incident isolation, testing and repair work within TeleSign. During the incident isolation and troubleshooting process, the TeleSign Customer Success team will communicate incident resolution progress to Client.

2.2.1 Client Training & Service Support TeleSign will provide Client with such training content including but not limited to best practices, UI suggestions, API assistance and contextual training for Client.

2.2.2 Support Tools TeleSign ticketing system, phone and email Support. Incidents are tracked using a 3rd party ticketing system, opened and updated via Support@TeleSign.com or by phone to 310.740.9700 (Extension 3) or 1.800.850.3485 (Extension 3).

2.2.3 Support Incident Escalation to TeleSign

Initial Severity The initial severity assigned to a support incident pursuant to the “TeleSign Incident Definitions and Handling Process” below may be adjusted up or down as appropriate by either party, after consideration of new and changed factors related to the status of the support incident.

3. Submission Method

3.1 Client will submit support incidents to the TeleSign Customer Success team via email or phone as further defined in the Support Incident Escalation to TeleSign process below (Table 1).

TeleSign Incident Definitions and Handling Process:

Below outlines the types of Support inquiries that may arise, and the method that the TeleSign team will take in responding to these inquiries, as well as the expected timeframe (SLAs).

- **Severity 3 – Functional Issues & Support Inquiries**
 - Issue Types
 - 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.
 - Response Expectations – Email response/ticket updates.
 - Initial Response Target– 1 business day.
 - Subsequent Updates – As appropriate.
- **Severity 2 – Services Impaired**
 - Issue Types
 - 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.
 - Response Expectations – Primary –Email response/ticket updates. Secondary -Telephone.
 - Initial Response Target– 120 minutes.
 - Subsequent Updates – Every 2 hours/As appropriate.
- **Severity 1 – Critical Service Issue**
 - Issue Types
 - 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’.
 - Response Expectations – Primary –Email response/ticket updates. Secondary -Telephone.
 - Initial Response Target– 60 minutes.
 - Subsequent Updates – Every 1 hour/As appropriate.

3.2 Any reported support incident 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.

3.3 For each support incident, Client is required to provide the TeleSign Customer Success team with all necessary information to facilitate timely problem resolution via phone or email. If any information is incomplete, resolution to the support incident may be delayed until Client provides the necessary information to facilitate timely problem resolution.

3.4 TeleSign will investigate/communicate the incident based on the TeleSign Escalation process/procedures detailed in the TeleSign Incident Definitions and Handling Process. For support incident escalation by Client to the TeleSign Customer Success team, the escalation order as described in Table 1 “Support Incident Escalation to TeleSign” below should be followed.

Table 1 – Support Incident Escalation to TeleSign:

Escalation Order	Trigger	Contact	Details
1	Initial Incident inquiry escalation	TeleSign Technical 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	Technical Account Manager	TBD (unassigned as a proper TAM will be assigned once the account has been closed and migrated over)
3	Unresolved Case Status from Technical Account Manager within Initial Response targets or unreachable	Director of Customer Success	Ben Valdez Mobile: +1 310 948 6285 Direct: +1 310 742 8245
4	Unresolved Case Status from Director of Customer Success within Initial Response targets or unreachable	SVP, WW Sales & Customer Success	Aaron Seyler aseyler@telesign.com Mobile: +1 310 291 0405

4. Notifications

4.1 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 Table 2 the “TeleSign Planned Maintenance Notification Goals” below.

Table 2 - TeleSign Planned Maintenance Notification Goals:

Maintenance Type	Notification Goal
Emergency/Unplanned Maintenance	As much notice as possible if potential client impact.
Scheduled/Planned Maintenance	2 weeks notification if potential client impact.
Product/Feature Release	2 weeks notification.

4.2 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.

4.3 Service Incidents (Unplanned) Per the TeleSign Escalation process, 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.

5. Reporting.

5.1 Post-Mortem Reports TeleSign will provide, upon request and via e-mail, a Post-Mortem Report for all “Services Down” tickets that are deemed by TeleSign to materially impact Client.

5.2 TeleSign Support Metrics Reports Upon request, TeleSign will provide Client with a report identifying the following information:

- The total number of incidents opened and closed each month, segregated by severity level.
- The outstanding open incidents from the previous month, if any.
- Client Support Metrics Report. Upon request Client will provide TeleSign with a report identifying the following information:
 - The total number of End User support incidents addressed by Client each month.
 - The total number of End User support incidents escalated to the TeleSign Customer Success team.

6. Performance Metrics

Additional capitalized terms used in this Exhibit are defined in Section 2 of this Exhibit. Any capitalized terms used but not defined in this Exhibit shall have the meanings assigned to them in the Agreement.

6.1 Process for Setting Service Metrics for Services The Parties have a mutually vested interest in providing and maintaining the highest quality service levels possible for the Consumer Services. To this end, TeleSign and Client are committed to monitoring the levels of service provided to customer.

6.2 TeleSign Service Level Metrics TeleSign will use commercially reasonable efforts to maintain a performance at or above the Service Level Metric Target.

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:

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

6.3 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.