



Service Level Agreement

Chatbot Service

Technical and Commercial Proposal

Date:

Prepared for: Solidarity

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1 DOCUMENT PURPOSE:

This document defines the service level agreement for Extensya Solutions and applicable appliance (if any) maintenance and support programs.

This document covers

- Extensya Support Programs.
- Technical Support hierarchy.
- Handling Support requests.
- Severity levels and standard response times.

2 DOCUMENT SCOPE:

Define Service Level Agreement for Extensya, between Extensya and Solidarity. This includes duties and responsibilities of both sides.

3 OVERVIEW

Extensya products are designed to ensure high availability. In the unlikely event of a system malfunction, Extensya is obliged to solve the problem and return the system to its normal working status in the shortest possible time.

Extensya has adopted a high tier support levels in order to achieve quick response time and solving reported issues. Also Extensya has built the Care Pack Programs based on a fact that Extensya customers are partners to Extensya, and knowledge is transferred to partner representative during solving the reported issues.

4 SOLIDARITY SUPPORT PROGRAMS:

All Extensya solutions are covered with basic warranty program for the first year, in addition to, support for the whole product life, which starts effectively after launching the system.

5 TECHNICAL SUPPORT HIERARCHY AND PROCESS:

5.1 SUPPORT DEPARTMENT HIERARCHY:

Extensya technical support department is composed of several sub-departments that coordinate together in order to solve reported issues. Figure 1 shows Technical Support Hierarchy:

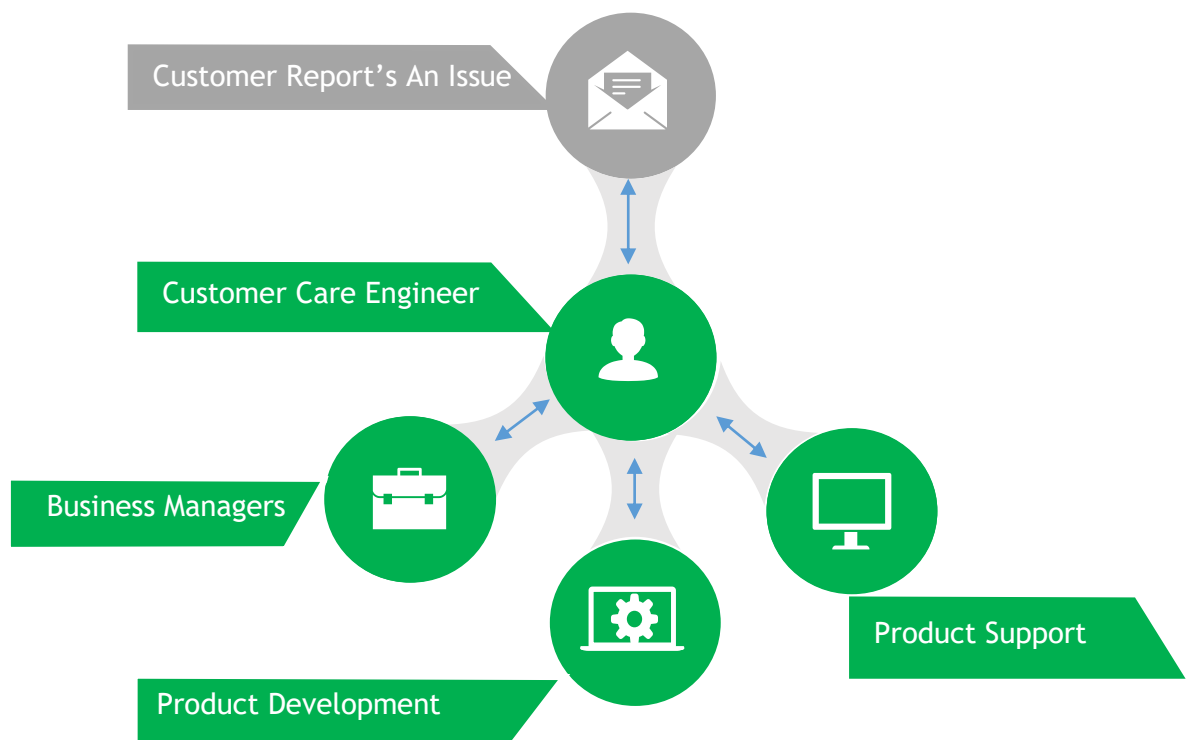


Figure 1: Extensya Technical Support Heirarchy

Customer: An authorized admin of the solution installed at customer side reports issues by email or phone call.

Customer Care Engineer: First line of support who receive phone calls and emails from customer. Their duty is to categorize the severity level of the reported issues, and accordingly fix the issue or send it to the respectful departments. Finally, response with acknowledgement to customer incident report, check the system functionality and verify the reported issue.

Product Support: They handles request of complex issues from customer care engineer, and give all needed efforts to solve the reported issue. In all cases, Product Support returns back to CC engineer with date of resolution.

Product Development: Extensya Product Development department is responsible for the solution. In case an issue needs to be fixed, updated or requires a new service pack, the department will provide a fixation to the product support.

Business Manager: Extensya Business mangers shall be notified and approve any big changes or problems that faces the departments mentioned above.

5.2 HANDLING REQUEST PROCESS:

In Extensya support, we have created a smooth mechanism to ensure proper reporting of incidents, and to get proper response as well.

5.2.1 Actions Needed Before Reporting an Incident:

Customer, or local Extensya partner engineer are requested to do the following steps, before opening a case with Extensya Support:

- Specify System name and component (Web channel, Social media, SMS...etc.)
- Collect as much information as possible like logs, screenshots, error numbers, event viewer, etc.
- Specify if the incident is either problem (bug/malfunctioning), information needed, or change request.
- Specify severity level.

5.2.2 How We Serve Our Customers:

Problems with **critical** or **major** severity (description of critical and major severity is listed below) must be reported by phone to ensure proper response at all times. Extensya will respond 24x7x365 only to problems with **critical** or **major** severity. Other problems shall be reported during regular working hours (Sunday to Thursday from 8:00 am to 5:00 pm (Jordan local time)) via phone or email.

Process starts by:

1. Authorized persons (customer), collects the required information and send an email to Technical Support department official email (Refer back to Escalation Matrix).
2. Customer Care engineers will refer a ticket number to each case and try to solve the reported issue.
3. If the issue is complex, it will be diverted to Product Support. A due date will be given to CC engineer, and issue will be solved before this due date.

4. In case a customer requires a fixation or an update to the service, the Product development department is to decide whether to approve or reject the request. If approved, a fixation will be urgently created to resolve the reported issue.

5.2.3 Escalation Levels

Escalation Level	Name	Title	Phone number	Email address
Level 1	Mousa Alsayeh	Marketing and Communication Officer	0799172849	m.alsayh@extensya.com
Level 2	Asem Musleh Fadia El moubarak	Technical Support Technical Support	0790225015 0797829309	a.musleh@extensya.com f.elmoubarak@extensya.com
Level 3	Mohannad Alhasan Nabeel NaserAldeen	Technical Support Technical Support	0797770458 0791125948	m.ali@extensya.com n.naseraldeen@extensya.com
Level 4	Murad Fares Emad Abu Ghazaleh Mr. Mohammad saqer	Development Manager Platforms Manager Chairman	0780300103 0795553143 0796575757	murad.fares@extensya.com e.abughazaleh@extensya.com m.saqer@extensya.com

5.3 SEVERITY LEVELS AND RESPONSE TIME

As part of handover for Extensya Solutions, Extensya implementation team will provide Solidarity with qualified engineers responsible for the first line support of the system.

The action to be taken by Extensya and the time period allowed to solve the problem will depend on the type of the problem.

1. **Critical** – Failure of critical functional component. complete loss of service
2. **Major** – System failure; partial loss of service. The lost functionality will not stop the basic operation of the product.
3. **Normal** – Functional degradation of system component, non-service affecting.
4. **Minor** – Inconvenient problems that do not cause loss-of-data.
5. **Inquiry**- Request for clarification about system features or functions

Response Time Definitions

When handling customer support cases, the following times apply:

"Response Time" shall mean the time measured between the problem being notified to Extensya and the time of the first telephone or Email reply by the assigned Extensya's experts.

"Resolution Time" shall mean the time measured between the problem being notified to Extensya and the time when the problem is definitively remedied.

Response Time Actions:

	Response Time from Notification	Resolution Time From Notification	Reporting Time After Resolution
Critical	2 hour's	3 day's	4 day's
Major	3 hour's	4 days	4 day's
Normal	1 day	1 week	NA
Minor	2 day's	2 week's	NA
Inquiry	2 day's	4 week's	NA

PENALTIES

1. In the case, Extensya fails to meet the maintenance conditions for severity levels 1 and 2 (Critical and Major) that are described in this Agreement, Solidarity shall be eligible to calculate and send a written notification to Extensya stating out the delay penalty. The penalty for such late response shall apply on an hourly basis of 0.1% of the total amount of the Chatbot annual fees agreed upon in the (DA Amendment) Annex 2: Pricing commercial terms page 12.
2. The maximum cap for the aggregated total amount of all penalties to be paid by Extensya is limited to the %25 of the total amount of the Agreement.
3. Any penalties shall be deducted from the next due payment.

5.4 RESPONSIBILITIES OF EXTENSYA

1. Extensya commits to respond to all maintenance requests when reported by system admin or his/her representative according to the agreed procedure.
2. All Maintenance Services which are provided under this agreement shall be performed by Extensya Technical support employees or designated representatives of EXTENSYA.
3. Extensya Support will attend to Problems with the top 2 severities only during non-working hours.
4. Extensya support service **does not** include monitoring the system and automatically detect alarms. Extensya Support will only attend to problems reported by customer. Extensya support team will not be part of the contacts to whom alarm notifications are sent.
5. Support agreement includes (Transfer licenses, Reinstallation in case of disaster & Reinstallation of Chatbot on new server) without any extra charge.

5.5 RESPONSIBILITIES OF SOLIDARITY

1. Dedicated qualified person/team for reporting errors and bugs.
2. Solidarity must report problems with top two severities by phone. The time counter will start upon receiving customer call.
3. Report the problem to Extensya Support in clear manner by email or phone.
4. Solidarity commits not to change the working environment of the Solution without officially informing Extensya, otherwise, Solidarity will handle all expenses, damages and loosing of data or service caused by this change.
5. Solidarity commits not to permit any third party to manipulate the equipment and systems included in this SLA without informing Extensya.
6. If it's proved that the problem reported is due misuse of the system and/or catastrophic disasters, Solidarity will handle all expenses based on that.

6 GENERAL TERMS AND CONDITIONS

1. This agreement covers all equipment and systems mentioned in Appendix number 1.
2. This agreement includes preventive maintenance and corrective maintenance.
3. This agreement is valid for one year, starting from (**1-November 2021 until 1-November 2022**).
4. Terms and conditions mentioned in this SLA overcome any verbal promises and obligations made before this SLA.
5. Extensya may at any time discontinue any product with at least 1 year notice to customer Extensya will have the right to stop all support activities applied to this product after this notice period.
6. Extensya is not responsible for incidental, special, or consequential damages.in any case, Extensya responsibilities will not exceed the total value that has been paid by customer under this agreement.
7. Price do not include any Tax.

7 APPENDICES

7.1 SYSTEMS INCLUDED

This support agreement covers the following systems

Item	System name
1	Chatbot

- This agreement was agreed between:

First Party: **Solidarity.**

Second Party, **Extensya.**

AGREED TO on behalf of Solidarity by:

NAME: _____

Authorized Signature: _____

Date: _____

ACCEPTED on behalf of Extensya:

NAME:

Authorized Signature: _____

Date: _____