# SERVICE LEVEL AGREEMENT

## DEFINITIONS

"External Service": Any software used by Recruiterflow in connection with the provision of the Service which is administered by a third-party. External services include, but are not necessarily limited to, the following: DNS servers, hosting providers, email servers, and the like.

"Unavailable": the Service is unavailable if the Licensee is unable to access it.

"Monthly Uptime Percentage": Calculated by subtracting from 100% the percentage of the total number of minutes during the month in which the Service is Unavailable, except where such unavailability results from the causes listed in the Exclusions section below.

"Planned Downtime": Planned Downtime is any instance where Recruiterflow intentionally causes the Service to be Unavailable, provided that (i) such instance is done for purpose of reasonably updating, upgrading or maintaining the Service or its underlying infrastructure (for example, without limitation, operating system upgrades, hardware repairs, database backups, data center moves, or the like); (ii) such instance occurs outside of normal business hours (9am – 5pm U.S. Eastern Time Monday – Friday, U.S. Federal holidays excluded); and (iii) in each such instance, Recruiterflow uses all reasonable efforts to provide notice to Licensee at least 48 hours in advance.

"Service Credit": A service credit is a credit to be applied to Licensee's next payment of Fees. These credits will be awarded in one (1) day increments.

## EXCLUSIONS

Service Credits will not be awarded in the event of any of the following:

1. Unavailability attributable to an External Service.

2. Unavailability attributable to Licensee's equipment, software or network.

3. Planned Downtime, provided, that Recruiterflow shall ensure that there are no more than 4 instances of Planned Downtime during any thirty day period.

4. Any Unavailability caused by actions of Licensee or Licensee's personnel or agents, unless that action was undertaken at the express direction of Recruiterflow or Recruiterflow's personnel or agents.

5. Unavailability attributable to general Internet services (e.g. DNS, internet backbone, etc.).

6. Unavailability caused by force majeure circumstances (e.g., fires, floods, acts of God, acts of government, civil unrest, Internet service provider failures or delays, denial of service attacks, etc.).

## SERVICE COMMITMENTS AND CREDITS

Licensee may receive Service Credits by providing a written request to Recruiterflow, no later than 30 days after the last day of the month during which

the Unavailability for which such Service Credits are being applied occurred. Service Credits will be redeemed for a pro-rata credit applied to Licensee's next payment of Fees, with such credit equal to the number of Service Credits awarded to Licensee during the then-current term of Licensee's subscription divided by the number of calendar days in the Renewal Term for which Licensee is paying Fees.

If the Monthly Uptime Percentage is less than 99.5%, 5 Service Credits will be awarded.

If the Monthly Uptime Percentage is less than 99.0%, 10 Service Credits will be awarded.

If Licensee is awarded more than 15 Service Credits in a 90 day period, Licensee may, notwithstanding anything to the contrary in the Agreement, terminate this Agreement immediately for cause by providing a written notice to Recruiterflow.

## Recruiterflow Support Policy

Recruiterflow aims to provide strategic-focused guidance that goes beyond the foundational support and engagement to help Customer get the most value from Recruiterflow Platform Services. Recruiterflow support includes prioritized routing of support interactions, elevated service levels, regular consultation on best practices and access to specialized success offerings with an assigned Customer Success Manager.

**Support and Success Services by Support Level**

All support interactions initiated by Customer Designated Support Contacts subject to Support Recruiterflow Service Level Agreement defined below. Recruiterflow support provides initial contact for Designated Support Contacts through the available Support Contact Channels in English only.

The support and success services included by Support Level are described in the table below. Capitalized Terms are further defined at the end of this Support Policy.

| Support & Success Services | Support Level |
|---|---|
| **Support** | |
| Unlimited Tickets | ✓ |
| 24x7 Support for P1 and P2 issues (English only) | ✓ |
| Support for P3 and P4 issues during Support Hours (English only) | Monday thru Friday 6:00 am through 9:30 pm GMT |
| Recruiterflow Help Center 24x7 | ✓ |
| **Support Contact Channels** | |
| Via the Recruiterflow Help Center online form located at http://help.recruiterflow.com/ | ✓ |
| Via chat from within Recruiterflow during Support Hours | Priority Routing |

| Training and Best Practices | |
|---|---|
| Activation and Engagement Messaging - New user activation & engagement messaging in-app/email | ✓ |
| New employee onboarding documents | ✓ |
| New Recruiter onboarding support | ✓ |
| New features release announcement | ✓ |
| Assigned Customer Success Manager ("CSM") | ✓ |
| Major Feature Demo | ✓ |

## Contacting Support

Beginning on the effective date of a Customer's agreement for Recruiterflow Platform Services, Customer's Designated Support Contact may contact Recruiterflow's support as primary point of contact for support services. For contacting Recruiterflow's support organization, the current preferred contact channel for Recruiterflow Support is the live chat widget available inside the application. Other Support Contact Channels are available by Service Level as defined above.

## Customer Response Levels

Recruiterflow responds to submitted support cases (also referred to as "case", "incident", or "issue") as described in the table below based on the Support Level.

| Incident Severity | Service Level (Initial response times) |
|---|---|
| P1 – Critical | Maximum One (1) hour, with at least 75% first response within 30 mins. |
| P2 - Major | 180 minutes |
| P3 - Minor | Five (5) hours |
| P4 - Cosmetic | One (1) business day |

In the event of a Severity P1 or P2 issues Recruiterflow provides active notification, in real-time, via web, phone, email and/or syndication service to our customers.

A description of issue severity levels, description, and resolution efforts for are provided below:

**Service Level P1:**

**Description:**

Critical - Service is inaccessible or the expected functionality is so severely impacted that Customer is unable to reasonably continue using a Platform Service.

**Resolution Effort:**

Continuous efforts until the problem is officially fixed, tested and deployed and services are returned to normal operations. Updates every 2 hours. Internal escalation after 4 hours and every 4 hours thereafter.

**Service Level P2:**

**Description:**

Major - Essential functionality of a Platform Service lost with no workaround or the expected functionality is so severely impacted that Customer is unable to perform portions of their normal business operations. There is no workaround available.

**Resolution Effort:**

Allocate sufficient resources to fix the problem in the target resolution time frame. Target resolution for P2 problems is 24 hours to 3 business days depending on the complexity of the corrective action necessary to restore the service to normal operations.

**Service Level P3:**

**Description:**

Minor - Frequently used functionality of the Platform Service is lost or impacted but a temporary workaround for the lost or impacted functionality exists.

**Resolution Effort:**

Allocate sufficient resources during normal business hours to fix the problem in the target resolution time frame. Target resolution for P3 problems is 48 hours to 5 business days depending on the complexity of the corrective action necessary to restore the service to normal operations.

**Service Level P4:**

**Description:**

Cosmetic - Characteristic defect with no impact on Platform Service functions or features cosmetic in nature which do not impact the function of the Service. The issue may also consist of "how to" questions such as configuration inquiries, enhancement requests, or help center documentation questions.

**Resolution Effort:**

Resolution time frame of P4 problems will be determined on a case by case basis, worked during normal business hours at a lower priority than P1 - P3 and may be included in normal maintenance cycle and release schedule for those issues related to a characteristic defect.

Incidents regarding a release, version and/or functionalities of Recruiterflow Platform Services developed specifically for Customer (including those developed by Recruiterflow Professional Services) are excluded from customer response levels as described above.

## Customer Responsibilities

**Customer Contact.**

In order to receive support as outlined in the Support Policy, Customer will designate at least two qualified English speaking contact persons and up to five (5) (each a "Designated Support Contact") with at least one with the role of Admin in Recruiterflow ("Designated System Administrator"). Some services provided by Recruiterflow Support may only be provided when requested by a Designated System Administrator.

All employees of Customer with a valid email address on a domain currently associated and active within Customer's Recruiterflow account or with a recognized Customer phone number may initiate an interaction with Recruiterflow Support via available Support Contact Channels.

The Designated Contact is responsible for managing all operations related tasks stemming from the use of Recruiterflow Platforms as related to Customer's business, such as:

1. Support end users in roles of other Admins, Recruiters, Employees, Contacts and External Recruiterflow manage their incidents. This includes searching for known solutions in available documentation and liaising with Recruiterflow support in the event of new problems;
2. Provide training to new employees on Recruiterflow and new feature releases as appropriate;

3. Manage and monitor integrations to Customer's third party systems (if available);

4. Share information with Customer end users as provided by Recruiterflow to Designated Contacts such as the Recruiterflow product roadmap, results from audits performed by Recruiterflow, and any advisories on the availability of Recruiterflow Platforms as appropriate.

## Customer Contact Details

Customer will provide contact details through which the Designated Support Contact or the authorized representative of the Designated Support Contact may initiate contact or be contacted at any time. Customer will update its Customer Contacts for Recruiterflow Support through one of the available Support Contact Channels available to Customer based on Support Service Level.

## Cooperation

To receive support services, Customer will reasonably cooperate with Recruiterflow to resolve support incidents, and will have adequate technical expertise and knowledge of their configuration of the Recruiterflow Platform Services to provide relevant information to enable Recruiterflow to reproduce, troubleshoot and resolve the experienced error such as candidate profile name and/or screenshots.