

RFgen Service Level Agreement

Service Availability

RFgen commits to provide 99.7% availability with respect to the Customer's Service when hosted by RFgen during each calendar month of the Term, excluding scheduled maintenance times ("**Service Availability**"). If, in any calendar month, this Service Availability is not met by RFgen, and Customer was negatively impacted (attempted to log into or access the Service and failed due to Unplanned Downtime, as defined below), RFgen shall provide, as the sole and exclusive remedy, a service credit based on the monthly fee for the use of the Service, as follows:

Service Availability	<99.7% and >= 99.5%	<99.5% and >= 99.0%	< 99.0%
Service Credit	10%	15%	25%

RFgen measures the Service Availability over each calendar month by dividing the difference between the total number of minutes in the monthly measurement period and any Unplanned Downtime by the total number of minutes in the measurement period and multiplying the result by 100 to reach a percent figure. "**Unplanned Downtime**" means any time during which a problem with the Service would prevent the Customer from logging in or accessing the Service. RFgen shall calculate any Unplanned Downtime using the RFgen Service's system logs and other records. Unplanned Downtime does not include any time during which the Services are not available due to any suspension or termination of the applicable Service, or any other unavailability or performance issue that results from Customer's and/or a third-party's equipment, software, services, or other technology (other than third party equipment or services within RFgen's direct control).

Scheduled and Unscheduled Maintenance

Scheduled maintenance does not count as Unplanned Downtime for the purposes of calculating a Service Credit. Maintenance is considered to be 'scheduled' if it is communicated (i) in accordance with the Notice section set forth below, and (ii) at least two full business days in advance of the scheduled maintenance time, although RFgen strives to communicate scheduled maintenance at least a week in advance when possible. Scheduled maintenance usually occurs outside of regular business hours for each region and generally accounts for less than 1.5 hours each quarter. Where possible, scheduled maintenance is performed in a manner that is transparent to the Customer and does not affect service availability.

RFgen, in its sole discretion, may take the Service down for unscheduled maintenance, and in that event will attempt to notify Customer in advance in accordance with the Notice section set forth below. Unscheduled maintenance will be included in Unplanned Downtime and counted against the Service Availability set forth above.

Service Credit Request

In order to receive a Service Credit as described herein, Customer must request a Service Credit within 30 calendar days from the end of the month in which the Service Availability was not met, and Customer must provide details of the claim, as reasonably requested by RFgen. Any claim request which is successfully submitted will receive a response indicating the request was received. If Customer does not receive this response, the claim is deemed not received by RFgen and Customer must resubmit their claim in order for RFgen to consider the request for a Service Credit. Customers with accounts that are past due or in default to RFgen with respect to any payment or any material contractual obligations are not eligible for any service credit under this Service Level Agreement. The Service Credit is valid for up to two years from the quarter for which the credit is issued.

Exclusion of Non-Production and Test Accounts

Any Sandbox, Release Preview, Beta, Demo, Developer, and any other non-production or test environments are expressly excluded from this or any other service level agreement.

Support Services

Support Line services are available during RFgen's normal North American business hours from [7:00 a.m. to 5:00 p.m. Pacific Time] and from [8:00 am to 5:00 pm Singapore Time] via our normal business lines. After hours Support for service disruption or production down scenarios is available (24/7/365) and can be accessed via our support hotline at 1-888-426-3472. For general inquiries, support can be accessed via support@rfgen.com or via our website at www.rfgen.com/contact-support.

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Support Response Time

Severity	Description	Hours	Support Response SLA
Low	Low priority issues such as minor feature requests or enhancement requests.	24/7/365	< 3 Business Days
Medium	All regular support issues or inquiries.	24/7/365	< 1 Business Day
High	A business impacting issue that is not affecting business operations.	24/7/365	< 4 Hours
Critical	A significant issue that is impacting normal business operations.	24/7/365	<60 Minutes

Updates

This Service Level Agreement document may be amended at any time by RFgen in its discretion. Updates will be effective 30 days after providing notice to Customer in accordance with the Notice Section below.

Notice

Notice will be provided by email to the registered email address provided for the administrator(s) for Customer's account.