

ADWEB SOFTWARE

SUPPORT SERVICE LEVEL AGREEMENT

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1. AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between ADWEB Software Pvt. Ltd. (A wholly owned subsidiary of *Effective Digital Solutions Pty Ltd.*) and the customer for the provisioning of IT services required to support and sustain ADWEB Software JIRA Add-Ons.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered, as the primary stakeholders mutually understand them. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

This agreement is not a legally binding contract and legal action may not be taken against *Effective Digital Solutions Pty Ltd* if the below times are not met. These are support performance measures that *Effective Digital Solutions Pty Ltd* uses to form the basis of every day operations for ADWEB Software customers.

2. GOALS & OBJECTIVES

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service time frames.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

3. STAKEHOLDERS

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

The Service Provider: ADWEB Software Pvt. Ltd. (“Service Provider”)

The Customer: The customer requesting IT support

4. SERVICE AGREEMENT

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

4.1 Service Scope

The following Services are covered by this Agreement;

- Telephone support.
- Email support.
- Remote assistance using Skype, GoToAssist or Teamviewer or an efficient web based tool.
- ADWEB Software will respond in no more than 24 hours from the time of your request.

- ADWEB Software’s business hours are Monday-Friday, 9AM-5PM IST. Any calls on weekends or holidays will be attended to on a "next business day" basis unless deemed critical.
- ADWEB Software will use reasonable efforts to perform the Support in accordance with the SLA, but will not be responsible for delays caused by the Client or for reasons beyond ADWEB Software’s control (including downtime or delays caused by a third party).

4.2 Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all software subscription and hosting costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- Timely response to information requested by ADWEB Software through their communications channels.

4.3 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all service requests.

4.4 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.