

This Service Level Agreement (“**Policy**”) describes the current practices of Mail & Deploy with regard to its provision of Support Services as defined below to customers with a Mail & Deploy SaaS Offering subscription which includes Support Services (“**Customer(s)**”).

1. Definitions

“**Affiliate**” means any entity which controls, is controlled by, or is under common control with Customer where “**control**” means the legal, beneficial or equitable ownership of at least a majority of the aggregate of all voting equity interests of such entity, but only for so long as such control exists.

“**Agreement**” means the written agreement between Mail & Deploy and Customer for a Mail & Deploy SaaS Offering.

“**Authorized Affiliate**” means any Affiliate of Customer that is designated by Customer as authorized to use a Mail & Deploy SaaS Offering if permitted under the terms of an Agreement.

“**Documentation**” means the then-current user documentation for the Mail & Deploy SaaS Offering, available at help.mail-and-deploy.com as may be modified by Mail & Deploy from time to time.

“**Error**” means any verifiable and reproducible failure of a Mail & Deploy SaaS Offering to materially conform to the Documentation.

“**Initial Response Time**” means the period commencing when an Error is first reported by Customer’s Technical Contact(s) in the manner required by this Policy and ending when a member of the Mail & Deploy technical support team logs the report as a Support Case and responds to the Technical Contact(s) by telephone, email or through the Support Portal.

“**Mail & Deploy SaaS Offering**” means any subscription-based, SaaS solution provided and managed by Mail & Deploy or its affiliate. Mail & Deploy SaaS Offering excludes Self-Hosted Software (On-Prem).

“**Self-Hosted Software**” means the Mail & Deploy software tools used with Mail & Deploy SaaS and deployed by Customer external to Mail & Deploy SaaS. Support for Self-Hosted Software is set forth in Mail & Deploy’s Support Policy.

“**Self-Service Tools**” means the Community and Online Help Documentation (Mail & Deploy’s online database of content and FAQs about the use and support of the Mail & Deploy SaaS Offering), white papers, Community Forums, webcasts and other materials available in the Support Portal to Customers.

“**Severity 1 Error**” means that a Mail & Deploy SaaS Offering is down or not available due to i) a server-side failure, but not as a result of scheduled maintenance and/or upgrades, or ii) any event beyond the reasonable control of Mail & Deploy, including but not limited to any interruption of power, telecommunications or Internet connectivity, and any failure of Customer’s internal telecommunications equipment, browser or network configurations, hardware and/or third party software).

“**Severity 2 Error**” means that major functionality is materially impacted and not working in accordance with the technical specifications in the Documentation or significant performance degradation is experienced so that critical business operations cannot be performed.

“Severity 3 Error” means any Error that is not a Severity 1 Error or Severity 2 Error.

“Standard Business Hours” mean from 08:00 to 17:00 (8:00 am to 5:00 pm), Monday to Friday (excluding national and bank holidays) for the Support Center in the EU, unless otherwise updated for a Technical Contact in Mail & Deploy’s records.

“Support Case” means a documented request for Support Services that is registered with Mail & Deploy Support in accordance with this Policy and assigned a case number.

“Support Portal” means Mail & Deploy’s online support website available at <https://community.mail-and-deploy.com>.

“Support Services” means the technical end user support for a Mail & Deploy SaaS Offering as described in this Policy. Support Services do not include services performed onsite at any Customer facility, consulting or education services or any services not expressly stated in this Policy.

“Technical Contact(s)” means Customer’s personnel that have been identified in writing by Customer as the technical contact(s) for Customer and authorized to contact Mail & Deploy for support.

“Update” means a subsequent release of a Mail & Deploy SaaS Offering which Mail & Deploy generally makes available for such offering at no additional fee.

2. Overview

2.1 Mail & Deploy will provide Customer with Support Services for the Mail & Deploy SaaS Offerings in accordance with this Policy, subject to Customer’s timely payment of the applicable subscription fees.

2.2 In order to receive Support Services, Customers experiencing an Error with a Mail & Deploy SaaS Offering shall enter the Support Portal and select the Submit a Support ticket feature to input a description of the Error. Mail & Deploy Support will open a Support Case for Customer. A Support Case may be established by Mail & Deploy for any Error.

2.3 Unless otherwise expressly set forth herein, all references in this Policy to response times or communications from Mail & Deploy shall only apply during Mail & Deploy’s Standard Business Hours, regardless of when a support matter is reported to Mail & Deploy. By way of example, Standard Business Hours would be 08:00 to 17:00, CET, Monday to Friday (excluding national and bank holidays in Austria). Times expressed as a number of “business days” include Standard Business Hours.

2.4 Any Support Services provided by Mail & Deploy hereunder will be provided in the English language or, as applicable, such other languages that may be specified on the Support Portal, which may change from time to time. The availability of support provided in any language other than English is provided at Mail & Deploy’s sole discretion and is not guaranteed by Mail & Deploy, and will depend on the location of Mail & Deploy’s technical support personnel providing such support, including whether or not Customer is entitled to contact that particular support line based on Customer’s geographic location.

3. Support Levels for Support Cases

3.1 Enterprise Support Coverage for Mail & Deploy SaaS Offerings.

3.1.1 Scope of Coverage. Customers who have purchased a Mail & Deploy SaaS Offering receive Support Services for Support Case Error determination, verification and resolution (or instruction as to work-around, as applicable) twenty-four (24) hours a day, seven (7) days a week, 365 days a year for Severity 1 Errors and during Mail & Deploy 's Standard Business Hours for Severity 2 and Severity 3 Errors.

3.1.2 Mail & Deploy will report known outages of a Mail & Deploy SaaS Offering on Mail & Deploy 's status page, currently located at www.mail-and-deploy.com/status ("**Status Page**"). If a suspected outage is not listed on the Status Page, Customer may contact Mail & Deploy to report the suspected outage via the Support Portal. Mail & Deploy will respond to such report via the Support Portal, by posting an update on the Status Page or by email. Scheduled maintenance times for Mail & Deploy SaaS Offerings will be posted on the Support Portal. Mail & Deploy endeavors to provide at least forty-eight (48) hours prior posting of any scheduled maintenance for the Mail & Deploy SaaS. Mail & Deploy may contact Customer regarding performance issues or anomalies in Customer's Mail & Deploy SaaS tenant that are detected by Mail & Deploy.

3.1.3. Mail & Deploy will use commercially reasonable efforts to respond to a Support Case (a) within the initial response time targets set forth in the tables below for the applicable Mail & Deploy SaaS Offerings for Severity 1 Errors reported by a Technical Contact to Mail & Deploy via the Support Portal or (b) within the Initial Response Times set forth in the table below for Severity 2 and Severity 3 Errors that are reported by a Technical Contact to Mail & Deploy via the Support Portal. Mail & Deploy will respond to Customer's Technical Contact via the Support Portal or at Mail & Deploy 's discretion, via telephone or teleconference. Severity 2 & 3 Errors will be initially logged and acknowledged by Mail & Deploy during Mail & Deploy 's Standard Business Hours in the region where the Error is reported.

Support Coverage for Mail & Deploy SaaS Support Cases

Severity Level	Initial Response Time	Communication Frequency
Severity 1 Error	30 minutes, 24x7	Every 4 hours, 24x7
Severity 2 Error	1 hour*	48 Hours*
Severity 3 Error	4 hours*	Weekly*

*During Standard Business Hours

3.2 Updates. Updates for Mail & Deploy SaaS Offerings automatically replace the previous version of the Mail & Deploy SaaS Offering. For all Mail & Deploy SaaS Offerings, Updates do not include new or separate products or versions which Mail & Deploy offers only for an additional fee to its customers generally.

4. Error Resolution and Escalation for Support Cases

4.1 An Error is considered to be resolved upon the earlier to occur of the following: (i) Mail & Deploy and Customer mutually agree in writing that the issue or problem is resolved; (ii) Mail & Deploy has provided an Update; (iii) a technical work-around solution is provided and is reasonable in Mail &

Deploy 's discretion; (iv) Customer requests that Mail & Deploy close the Support Case; or (v) the Support Case has been left open by the Customer for ten (10) consecutive business days, during which period Mail & Deploy has not received a response from any of Customer's Technical Contacts.

4.2 Exclusions. Notwithstanding anything in this Policy to the contrary, Mail & Deploy will have no obligation to provide any Support Services in connection with: (i) any issue or problem that Mail & Deploy determines is not due to any Error or deficiency in the Mail & Deploy SaaS Offering (including without limitation, issues or problems caused by stand-alone third party software products used in conjunction with the Mail & Deploy SaaS Offering, the Internet or other communications, Customer network or browser matters, or login issues); (ii) use of the Mail & Deploy SaaS Offering other than in accordance with the Documentation and the Agreement; (iii) any issue or problem that is not included in a Support Case; (iv) use of the Mail & Deploy SaaS Offering provided on a trial or evaluation basis or for which Customer has not paid any fees; (v) any Errors or problems with the applicable Mail & Deploy SaaS Offering that are not reproducible; or (vi) any Error or problem that is reported by Customer via any Mail & Deploy support telephone number or email address. If Mail & Deploy does correct any of the Errors described in subsections (i)-(vi) above, or otherwise provides support for a Mail & Deploy SaaS Offering that is not covered by the terms and conditions contained in this Policy, such Error resolution or support will be provided only following Customer's written request and approval of all charges, and Customer will be invoiced for such support at Mail & Deploy 's then-current consulting rates for such services. Without limiting any of the foregoing, Mail & Deploy has no obligation to provide support for any third party software, data, or other materials distributed or bundled with a Mail & Deploy SaaS Offering.

5. Customer's Obligations

5.1 Customer will provide timely information and access to knowledgeable resources as reasonably required to provide Support Services. Mail & Deploy's support obligations shall be excused to the extent Customer fails to cooperate in this regard.

5.2 The Customer shall: (i) not request, permit or authorize anyone other than Mail & Deploy (or a Mail & Deploy -authorized partner or provider) to provide any form of Support Services in respect of the Mail & Deploy SaaS Offerings; (ii) cooperate fully with Mail & Deploy's personnel in the diagnosis or investigation of any Error or other issue or problem with the Mail & Deploy SaaS Offerings; (iii) be responsible for maintaining all third party software not explicitly licensed under the Agreement; and (iv) be fully responsible for the actions of any third party (including any Mail & Deploy -authorized partner or provider) that it allows to access any information relating to Support Services.

5.3 Customer's contact with Mail & Deploy in connection with Customer's requests for support and reports of Errors shall be solely through its Technical Contact(s). The Technical Contact(s) shall: (i) serve as the internal contact(s) for Customer's and its Authorized Affiliates' personnel who are authorized to use the Mail & Deploy SaaS Offerings per the terms of the Agreement; (ii) be responsible for initiating all requests by, and maintaining all records of, the Customer and its Authorized Affiliates relating to Support Services; (iii) serve as the contact(s) with Mail & Deploy on all matters relating to Support Services; and (iv) be responsible for providing information and support, as requested by Mail & Deploy, to assist in the reproduction, diagnosis, analysis, and resolution of Errors. The maximum number of

Technical Contacts for each Customer is six (6), regardless of the number or types or quantities of subscriptions purchased by the Customer.

Customer shall ensure that its Technical Contacts comply with any reasonable training requirements for the Technical Contact(s) upon notification by Mail & Deploy. Subject to the previous sentence, Customer may change its Technical Contact(s) by notifying Mail & Deploy in writing.

5.4 If Mail & Deploy is unable to reproduce a problem, Mail & Deploy may require Customer to provide access to Customer's Mail & Deploy SaaS Offering tenant in order to continue providing Support Services for such problem. Customer agrees to be solely responsible for protecting and backing up its data prior to any such access. Mail & Deploy accepts no liability in connection with Support Services provided in accordance with this Section 5.4. A request for such access will be made only after other options are explored.

5.5 Customer will be responsible for primary support of any Authorized Affiliates in connection with their use of the Mail & Deploy SaaS Offering in accordance with the terms of the Agreement. Customer is solely responsible for: (i) passing on to its Authorized Affiliates all support materials as appropriate; and (ii) providing software support, including operational instruction, problem reporting and technical advice to its Authorized Affiliates, in each case of (i) and (ii) above, as necessary to enable the Authorized Affiliate to continue to use the Mail & Deploy SaaS Offering as authorized under the Agreement. Customer's Authorized Affiliates, as well as its contractors and third party users, may not contact Mail & Deploy directly for support, unless designated as a Technical Contact by the Customer.

5.6 For certain services provided under this Policy, the transmission of machine logs and/or sharing of data via screen share may be required. For avoidance of doubt, Customer shall not include any business sensitive and/or personal information via transmissions relating to Support Services. Customer shall take reasonable measures to anonymize such data before providing the data to Mail & Deploy. However, should Mail & Deploy agree to accept any log files or other information containing personal data, Mail & Deploy will comply with Mail & Deploy's privacy notices, available to view online at www.mail-and-deploy.com.

6. Additional Terms

6.1 Open Source. Mail & Deploy may open source certain libraries available for use with a Mail & Deploy SaaS Offering as described in the Documentation ("**Mail & Deploy Libraries**") at <https://help.mail-and-deploy.com>. Mail & Deploy Libraries are eligible for support, provided that Mail & Deploy shall only be obligated to support: (i) the most current release, (ii) Mail & Deploy Libraries which have not been changed, modified or altered in any manner except by Mail & Deploy, and (iii) Mail & Deploy Libraries used in accordance with the Documentation. Please review <https://help.mail-and-deploy.com> for more information. Any other open source software leveraging and extending a Mail & Deploy SaaS Offering (an "**Extension**") and released by Mail & Deploy on various online communities is supported solely by the open source community. Extensions which are developed by Mail & Deploy's partners, including certified Extensions, are also not eligible for support under this Policy.

6.2 Mail & Deploy may elect to make certain software available free of charge for trial, evaluation or other purposes (“**Freeware**”). Support for Freeware, if any, will be provided at Mail & Deploy’s discretion and in accordance with the license terms for such Freeware.

7. Service Levels

7.1 Definitions.

a. “**Available**” and “**Availability**” mean that Mail & Deploy SaaS (Mail & Deploy SaaS) is accessible by establishment of a connection to the Mail & Deploy SaaS platform (“**Platform**”) by Customer over the Internet in accordance with the Documentation.

b. “**SaaS Tenant**” refers to the named subdomain assigned to Customer on the Platform.

c. “**Uptime**” is the calculation of the amount of time in a calendar month that the Platform is Available.

7.2 Service Levels.

a. The service levels (“**Service Levels**”) set forth in this section apply only to the operation of SaaS Tenants confirmed by Mail & Deploy to be correctly configured and active. These Service Levels do not apply to any other product or service offered by Mail & Deploy.

b. Uptime Percentage. Subject to the exclusions described in Section 7.3 below, Uptime Percentage for the applicable Mail & Deploy SaaS Offering is calculated by subtracting from 100% the percentage of 1-minute periods (or any portion thereof) during any calendar month in which Customer’s SaaS Tenant(s) is(are) not Available out of the total number of minutes in that calendar month. The Uptime Percentage will be measured based on the industry standard monitoring and testing tools utilized by Mail & Deploy. Reports of Platform Uptime are located at www.mail-and-deploy.com/status.

7.3 Service Credits

a. Service Credits are calculated as a percentage of the monthly charges paid by Customer for the applicable Mail & Deploy SaaS Offering during the calendar month in which the event of Unavailability occurred in accordance with the schedule below:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

If during any calendar month during Customer’s paid-for subscription period, the Uptime Percentage is less than 99.9%, then as Customer’s sole and exclusive remedy, and upon Customer’s written request and in accordance with Section 7.5 below, Mail & Deploy will provide to Customer, with respect to the applicable calendar month, a service credit (“**Service Credit(s)**”) calculated in accordance with the table above, that is attributable to the Mail & Deploy SaaS region(s) experiencing the non-Availability during the calendar month which the event giving rise to the period of non-Availability occurred.

7.4 Exclusions.

Any Mail & Deploy SaaS Availability issues resulting from any of the following will be excluded from Uptime calculations:

- a. scheduled maintenance of the Platform not exceeding two (2) hours per calendar month;
- b. any problems to the extent not caused by Mail & Deploy or outside Mail & Deploy's reasonable control that result from (i) computing or networking hardware; or (ii) equipment or software under Customer's control; (iii) the Internet; (iv) other issues with electronic communications; or (v) events of force majeure such as natural disaster, war, acts of terror, acts of government, or civil unrest;
- c. any problems that result from Customer's Internet or Internet service providers, VPN issues, email domain server availability or other similar issues;
- d. authentication issues due to changes/issues in Customer's authentication mechanism;
- e. any problems that result from Customer's deactivation or suspension of a Customer Managed Key;
- f. access restrictions caused by a suspension of the Customer's Services User Account access;
- g. Mail & Deploy's permitted suspension or termination of Mail & Deploy SaaS in accordance with the applicable customer agreement or Mail & Deploy's applicable acceptable use policy;
- h. Customer's breach of its customer agreement for Mail & Deploy SaaS;
- i. Customer's failure to purchase adequate capacity on Mail & Deploy SaaS;
- j. Intentional misuse of Mail & Deploy SaaS by Customer; and/or
- k. **"Beta," "limited availability"** or Early Access Program (EAP) products, features and functions identified as such by Mail & Deploy.

7.5 Service Credit Process. To be eligible to receive a Service Credit, Customer must submit a request by sending an email to support@mail-and-deploy.com within 15 days after the suspected period of non-Availability that is the basis of Customer's Service Credit request.

Further, the credit request must include: (a) the dates, times and duration of each incident of purported non-Availability; (b) a detailed description of the events resulting in non-Availability and any documentation that corroborate Customer's claimed outage; (c) the number and location(s) of affected users; and (d) descriptions of Customer attempts to resolve the events resulting in non-Availability at the time of occurrence. Notwithstanding the foregoing, if the Customer is overdue with respect to any payment obligation, or otherwise in material breach of any contractual obligation to Mail & Deploy, Customer is not eligible for any Service Credits. Service Credits will be applied to Customer's next annual invoice following the final determination of the request. Customer must reasonably assist Mail & Deploy with any problem diagnosis and resolution attempts. Mail & Deploy and Customer will work in good faith to resolve any disputes relating to Customer's Service Credit request.

8. Changes to Policy

Subject to the terms of the Agreement, Mail & Deploy reserves the right, at its discretion, to change the Policy at any time based on prevailing market practices and the evolution of Mail & Deploy 's products and services.

9. Disclaimer

THIS POLICY DEFINES A SERVICE ARRANGEMENT AND NOT A WARRANTY. THE MAIL & DEPLOY SAAS OFFERINGS ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE APPLICABLE AGREEMENT. THIS POLICY DOES NOT CHANGE OR SUPERSEDE ANY TERM OF ANY SUCH AGREEMENT. TO THE EXTENT THERE IS A CONFLICT BETWEEN A TRANSLATED VERSION OF THIS POLICY AND THIS ENGLISH VERSION, THE ENGLISH LANGUAGE VERSION WILL PREVAIL.