

Demyst

Global Service Level Agreement

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1.1. Document History

| Change | Description | Date | Author(s) |
|-------------------|--|-----------------|--|
| Document Creation | Approved Version | August 11, 2021 | Augusto Perazzo, Brenden Grace, Dai Sim, Mark Hookey |
| Annual Update | Updated Roles, Escalation Matrix, and Formatting | June 17, 2022 | Michael Libman, Salve Santos, Anna Bondarenko |

1.2. Global Service Desk

Demyst shall maintain a Global Service Desk that is available 24x7x365 to function as a single point of contact for current clients to report issues, request services and be informed of service availability and status.

Clients may reach our service desk via the Service Desk Portal at <http://servicedesk.demyst.com/>.

The Service Desk shall proactively inform and report status of all clients related incidents via email and communicate when Services are restored to the agreed upon Operational Service Levels.

Service Desk coverage is for Client Authorized Personnel only – Client shall provide Demyst with a list of authorized personnel that can report incidents and have access to service status and history. Authorized personnel will receive a service desk account and will need to authenticate via the portal before they are allowed to engage with the service desk.

Support requests sent by client via email will be addressed on a Best Effort Basis.

Client shall provide a list of authorized personnel that shall receive overall communications regarding Demyst services (incident status, outage notifications, schedule maintenance notifications, etc.) in addition to a list of authorized users that can engage with Demyst via our Service Desk.

1.3. Service Level Agreements

By default, all Demyst Services made available to clients are subject to these Service Level Agreements (SLAs).

If a Service Level is not explicitly defined below, then the Service Level Target is assumed to be at “Best Effort Basis.” “Best Efforts Basis” means that Demyst will attempt to address the incidents within 2 weeks. Furthermore, all Service Requests do not have an SLA target.

| Severity* | Metric** | Target |
|-----------|---------------------------------|--------------------|
| N/A | Availability | 99.9% |
| Critical | Response Time | <=30 min. |
| | Resolution Time | <=6 hrs. |
| | Production Incident Report Time | <=5 business days |
| Urgent | Response Time | <=1 hrs |
| | Resolution Time | <=8 hrs |
| | Production Incident Report Time | <=5 business days |
| High | Response Time | <=1 hr |
| | Resolution Time | <=24 hrs |
| | Production Incident Report Time | <=10 business days |
| Normal | Response Time | <=2 hr |
| | Resolution Time | Best Effort Basis |
| | Production Incident Report Time | N/A |
| Low | Response Time | Best Effort Basis |
| | Resolution Time | N/A |
| | Production Incident Report Time | N/A |

* As defined in the [Severity Levels Definition](#) section.

**As defined in the [Service Level Metrics Definition](#) section

1.4. Severity Levels Definition

| Severity | Definition |
|----------|--|
| Critical | An Essential Demyst Service is Down |
| Urgent | An Essential Demyst Service is Impaired |
| High | A Non-Essential Demyst Service is Down |
| Normal | A Non-Essential Demyst Service is Impaired |
| Low | General Question / Guidance |

*Definitions for Essential Demyst Services, Down and Impaired are provided in the [Demyst Services](#) section

1.5. Demyst Services

| Demyst Service | Essential | Down Definition | Impaired Definition |
|------------------------------------|-----------|--|--|
| Demyst - Customer Facing Portals | YES | The production web portal cannot be reached via public internet - Standard http requests via a web browser consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Customer Facing Portal Users) | A Customer Portal Feature does not work as explicitly described in the service specifications |
| Demyst - Staff Facing Portals | YES | The production web portal cannot be reached via public internet - Standard http requests via a web browser consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Employee Facing Portal Users) | A Banker Portal Feature does not work as explicitly described in the service specifications |
| Demyst Platform - Data Access APIs | YES | The production web service cannot be reached via public internet - Standard http requests issued programmatically (using a standard tool such as curl, postman or Demyst official CLIs, SDKs or Consoles) consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Data Access API users) | A Data Access API does not work as explicitly described in the service specifications including material changes to delivered data |

| Demyst Service | Essential | Down Definition | Impaired Definition |
|---|------------------|---|---|
| Demyst Platform - Asynchronous Data Workflows | YES | Asynchronous delivery of raw, enriched and computed data to customer storage, warehousing or other analytical customer systems is not producing any output over at least a 48 hour window . | An Asynchronous Data Workflow does not work as explicitly described in the service specifications |
| Demyst Platform - Administration Consoles | NO | The production Administrative Consoles cannot be reached via public internet - Standard http requests via a web browser consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Administration Console Users) | An Administration console feature does not work as explicitly described in the service specifications |

1.6. Service Level Metrics Definition

| Metric | Definition |
|---|---|
| Reporting Time | Timestamp associated with an Incident when it was reported to Demyst via the Service Desk. |
| Response Time | Response Time is defined as the amount of continuous time elapsed from the time the issue was first reported (Reporting Time) to the time that the issue was assigned to a responder. |
| Resolution Time | Resolution Time is defined as the amount of continuous time elapsed from the time the issue was first reported (Reporting Time) to the time that service is restored to normal operating levels. |
| Best Effort Basis | Demyst will attempt to address the incident or request on a Best-Effort basis with a non SLA target of 2 weeks (14 calendar days). |
| Total Downtime | Sum of Resolution Time for all Critical Incidents reported via Service Desk in a given month |
| Scheduled Maintenance Window | Demyst reserves two Scheduled Maintenance Windows per month to perform regular service maintenance. Each Scheduled Maintenance Window shall not lead to more than 4 hours of Service downtime. Demyst may perform maintenance on our services during every other Saturday from 8AM-5PM EST. Total downtime due to Scheduled Maintenance shall not exceed 8 hours per month. |
| Potential Service Availability (Hours) | Total Hours in Month – 8 hours of Scheduled Maintenance. Examples: JAN Potential Service Availability is 736 Hours (24hours*31days-8hours) FEB Potential Service Availability is 664 Hours (24hours*28days-8hours) SEP Potential Service Availability is 712 Hours (24hours*30days-8hours) |
| Actual Service Availability (Hours) | Potential Service Availability – Total Downtime |
| Availability (%) | Availability = (Actual Service Availability) / (Potential Service Availability) * 100 |
| Production Incident Report Time (business days) | The time it takes to produce and make available to client, A Production Incident Report (PIR) containing the root cause analysis for the incident measured from when the Incident was resolved to the time it was distributed to client. |

1.7. Service Level Credits

Service Credits are calculated as a percentage of the total charges paid by you (excluding one-time payments) for the individual Included Service that is affected for the monthly billing cycle in which the Availability target for **Essential Demyst Services** was not met as defined in the Service Level Agreements section.

Service Level Credits apply to Availability(%) of **Essential Demyst Services** only. Availability(%) of Essential Demyst Services are impacted only by **Critical Incidents** (Essential Demyst Service is Down) as defined by Severity Levels Definition and Service Level Metrics Definition sections.

All other SLAs related to non Critical Incidents and Non-Essential Demyst Services or associated to Response, Resolution and Production Incident Report times are explicitly excluded from Service Level Credits.

| Monthly Availability (%) | Service Credit Percentage (%) |
|--------------------------|-------------------------------|
| >=99.9 | 0 |
| < 99.9 but >= 99.0 | 2 |
| < 99.0 but >= 95.0 | 3 |
| < 95.0 | 5 |

We will apply any Service Credits only against future payments for the applicable Included Service otherwise due from you. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account.

1.8. Escalation Matrix

Clients should engage with our Global Service Desk as a single point of contact to report issues, request services and receive information about service health.

Our Global Service Desk leverages internal escalation procedures to ensure that issues are resolved in accordance with the Service Level Agreements (SLAs).

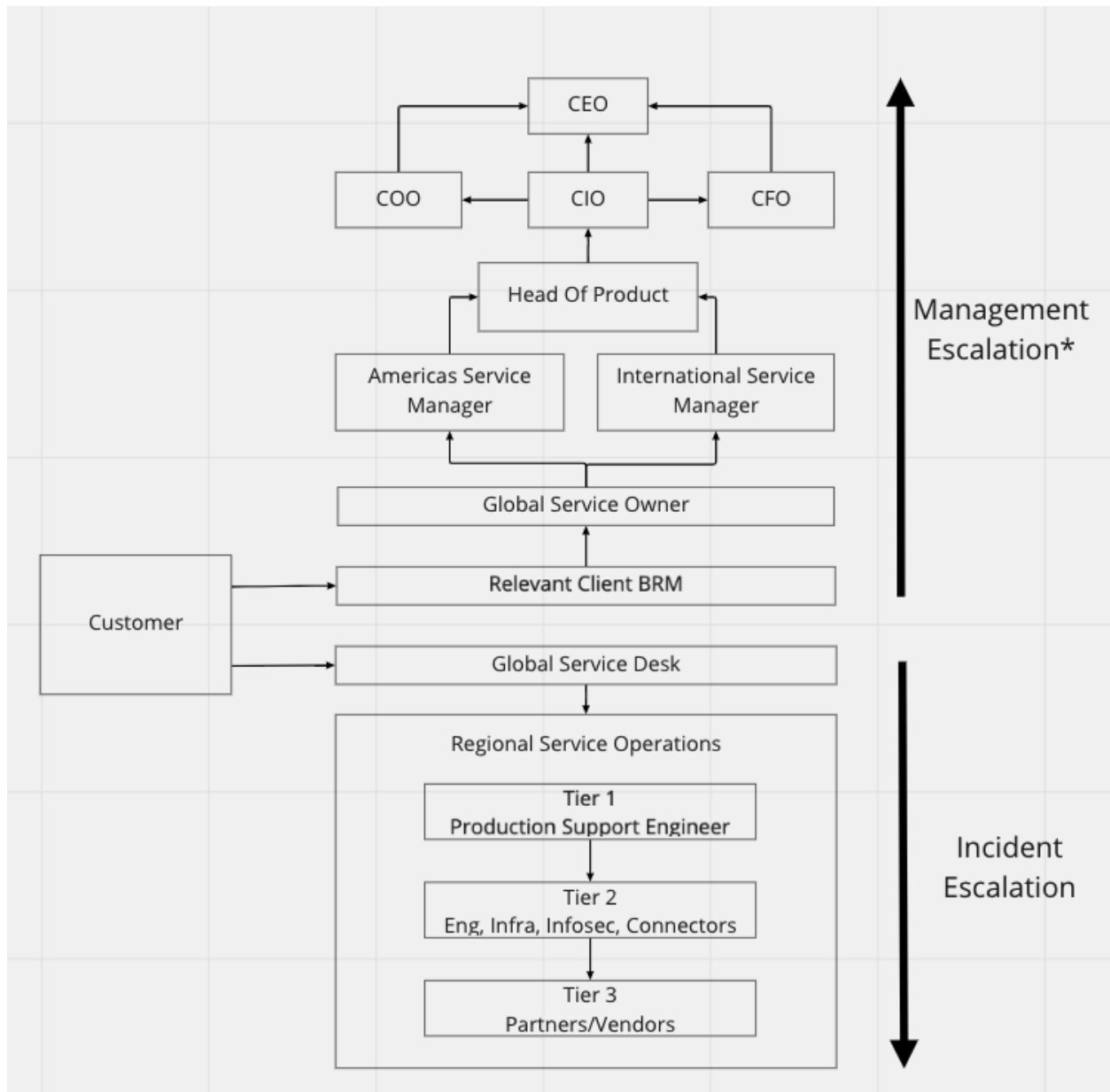
Clients may also leverage Demyst assigned Customer / Business Relationship Manager to discuss overall relationship and escalate when appropriate and when responses from the Demyst Global Service Desk are not satisfactory to Client.

The table and diagram below outlines the escalation roles and paths.

Demyst Global SLA Escalation Roles:

| Role | Contact info |
|---|---|
| Chief Executive Officer (CEO) | Mark Hookey mhookey@demystdata.com |
| Chief Information Officer (CIO) | Christopher Hyde chyde@demystdata.com |
| Chief Operating Officer (COO) | Anna Bondarenko abondarenko@demystdata.com |
| Chief Financial Officer (CFO) | Katarina Dolphin kdolphin@demystdata.com |
| Head of Product - Demyst Product | Julien Bonnier jbonnier@demystdata.com |
| Global Service Owner - Demyst Platform | Michael Libman mlibman@demystdata.com |
| International Service Manager - Demyst Platform | Dai Sim dsim@demystdata.com |
| Americas Service Manager - Demyst Platform | Harshit Singh hsingh@demystdata.com |
| Client Business Relationship Manager (BRM) | Client specific - assigned during SOW execution. |

Demyst Global SLA escalation paths (Management and Incident):



* Management Escalation:

- Platform, infrastructure and security related escalations go to the CIO
- Only escalations resulting in financial impact should go to the CFO.
- Only escalations resulting in client deliverables, services or any operations underneath should go to the COO.
- Highest level escalations should go to the CEO.