Service Level Agreement

Document Owner

Ayyeka Customer Support & Services Team

Document Review

The terms and conditions defined in this document will be reviewed from time to time, as deemed necessary by Ayyeka. However, failure to review this document annually will not affect the validity of the most recently updated version.

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Definitions

Customer: a legal entity that has a valid contract or order with Ayyeka to supply device (Wavelet) or devices.

Distributor: a customer that has its own customers to which it supplies devices.

Subscription Plan: A periodic contract between a Customer and Ayyeka to manage the customer's devices. Each plan provides a specific set of features, such as data sampling, transmission limits, and support options, to optimize the performance of each device.

Business Hours/Days: Business hours, business days and public holidays are determined in this document according to the customer's business environment.

Downtime: Time during which the system does not operate, whether because of temporary disablement of the device or the software.

Services

Supported Ayyeka Products

Guidelines for Services and Support enumerated herein cover the Ayyeka Cloud services for customers and distributors who have current Subscriptions (referred to elsewhere or previously as "Subscription Plans"). These guidelines do not cover hardware or software other than Ayyeka's FAI-Pro, FAI-Local or FAI-Lite, or any feature designated alpha or beta, or any impact by inappropriate use or configuration. Ayyeka's Wavelet devices are generally provided with a one-year limited warranty, unless otherwise agreed with the customer.

The Ayyeka platform is a data acquisition system that generates data from remote infrastructure and dispersed assets and transmits data securely to the Ayyeka Cloud or to an on-premises server. Devices can be managed remotely, and data can be viewed and managed via the Ayyeka software platform (referred to elsewhere as "Field Asset Intelligence", which includes, amongst others FAI UI, Ayyeka's user interface). Data can also be integrated into third-party systems, such as SCADA systems, GIS, and data analytics applications.

A description of specific features available per Subscription is available separately.

Scope

The following Services are covered by this agreement, and may be available to the customer based on the specific subscription or product purchased:

- Email support
- Phone support
- Planned or emergency maintenance or support
- Dedicated remote assistance (per Statement of Work)
- On-site support (per Statement of Work)
- Remote support for on-premises deployments (per Statement of Work)

Out of Scope Services

Services *not* covered in this agreement will be priced separately.

Requirements

- This document is valid after financial clearance between the customer and Ayyeka for hardware, software, and subscriptions. Note: Subscriptions are activated after delivery of the device

- Customer availability is expected in case interaction is needed in order to assist with resolution of issues or requests. When support is given by Ayyeka, customer is expected to provide necessary information, follow troubleshooting steps, and maintain appropriate system configurations

- Distributors provide direct support to their customers. When needed, distributors will consult Ayyeka to provide support to their customers

Ayyeka Support Guidelines

The scope of Ayyeka's support is specified in the [Ayyeka support guidelines](#) document.

Goals

Ayyeka aims to provide our customers with excellent technical support, including the following:

- Rapid initial response to support issues
- Timely resolution of support issues based on severity and urgency
- Ongoing cloud maintenance and software and firmware upgrades to help ensure the customer is using the highest quality releases and has access to the newest features
- Ongoing communication regarding open issues or updates

The Ayyeka Support team is available during business hours to assist with technical issues of varying degrees of severity. Support cases are tracked through an online ticketing system. Our goal is to respond within the targeted guidelines per severity, and to provide timely updates until an issue has been resolved. Support personnel may escalate issues to other teams where appropriate and are responsible to report back to the customer with updates in a timely fashion.

Supporting Distributors

Distributors are Ayyeka customers that sell Ayyeka products to 3rd parties or provide services that include Ayyeka products to 3rd parties.

Ayyeka will support the distributor, while distributors will be the front end and provide support to their customers.

Distributors are expected to provide technical support to their customers. This support includes the following:

- User manual support and troubleshooting such as password reset
- User interface guidance such as configuration, reports, setting thresholds and inquiries on documentation
- basic support of the Mobile App
- Questions on sensor and external power wiring, device and data stream configuration, and installation assistance
- Connectivity issues
- Return Merchandise Authorization (RMA) requests
- Questions on API or agents

Ayyeka will provide distributors technical support which includes, among other, the following:

- Advanced troubleshooting
- Database configuration
- Feature development requests
- Other issues that may require Ayyeka's R&D investigation and/or a new software or firmware release

This support is considered out of scope and will be charged separately.

Contacting Support

The Help documentation, including FAQ, Quick Start Guides, and other guidance for users is available at: https://www.ayyeka.com/en/knowledge or by clicking the Help link from the FAI UI. These resources are available to any user with a login to the Ayyeka services.

Customers can open a ticket to Ayyeka support through an online ticketing system. Distributors can open a ticket on their customers' behalf.

Ayyeka Support can also be reached by phone at:

+1 (310) 876-8040 (NA)

+31 (40) 209-1001 (EMEA)

Business Hours

Business hours vary per location. In general, the supported business hours are as follows, excluding public holidays:

- US, Canada, and Latin America:
  - o Email and phone support Monday – Friday, 9 AM – 5 PM US Eastern Time Zone.
- Europe:
  - o Email and phone support Sunday – Friday, 9 AM – 5 PM CEST (UTC+2) Time Zone
- Other countries or regions:
  - o Contact Ayyeka Support for business hours applicable to your geography

Note: Remote support for field installations or other planned activities should be coordinated at least 48 hours in advance.

Support Resolution

Ayyeka aims to meet the following mitigation time objectives for support-related issues received by Ayyeka Support, including:

- Availability of Ayyeka Cloud
- Availability of core software functionality
- Availability of APIs

Support issues that require new development or configurations, bug fixes, cloud infrastructure changes, or bespoke projects will be handled through our standard software development lifecycle and project management processes.

Standard Support Level

The scope of Ayyeka's support is specified in the Ayyeka support guidelines document.

Component	Severity	Meaning	First Response	Update Interval
Equipment: Device, Sensor, cable, antenna, etc.	Normal	Component has limited functionality, some business impact, no workaround	3 business days	Once a week
	High	Component does not work, major business impact, no workaround	2 business day	2 times a week
Application: Software, Data, Configuration, User Management, etc.	Normal	Component has limited functionality, some business impact, no workaround	3 business days	Once a week
	High	Component does not work, major business impact, no workaround	2 business day	2 times a week

Enhanced Support Level

The scope of Ayyeka's support is specified in the Ayyeka support guidelines document.

Component	Severity	Meaning	First Response	Update Interval
Equipment: Device, Sensor, cable, antenna, etc.	Normal	Component has limited functionality, some business impact, no workaround	2 business days	2 times a week
	High	Component does not work, major business impact, no workaround	1 business day	1 time a day
Application: Software, Data, Configuration, User Management, etc.	Normal	Component has limited functionality, some business impact, no workaround	2 business days	2 times a week
	High	Component does not work, major business impact, no workaround	1 business day	1 time a day

Note: Whenever on-site support is needed, Ayyeka's assistance will be given per agreed Statement of Work.

Support Escalation

When needed, a customer-reported issue may be escalated by Ayyeka Support to Ayyeka's Research and Development (R&D) team for further assistance.

To allow greatest transparency with the customer, the Ayyeka Support team handling the case will update the customer on a timely basis, either directly (email, phone) or via our ticketing system. In addition, when required, our R&D engineer may reach out directly to the customer for further information.

Issues and Enhancement Requests

If an issue is discovered by a customer in the Ayyeka cloud services, a ticket should be opened to Ayyeka Support, who adds it to Ayyeka's standard ticket tracking process. The team evaluates every ticket, assigns a priority, and provides a solution based on priority. Fixes are rolled into upcoming software and/or firmware releases.

When needed, a hot fix may be applied to the cloud service in order to correct an urgent issue in the production environment.

Any enhancement or feature request should be submitted through the Ayyeka online ticketing system.

Maintenance and New Releases

Ayyeka aims to maintain uptime, monitor performance, add new features, and provide fixes where needed.

Our standard Scheduled Maintenance Hours are: Sundays 4AM UTC through 4PM UTC.

Where the service is expected to be unavailable for more than ten minutes, or where an action other than logging in is required by users, a notification will be sent to our customers in advance of scheduled maintenance. New software releases are rolled out during the Scheduled Maintenance Hours.

Where needed, a hot fix or work around may be applied to the software, or other emergency maintenance activity may be executed outside of Scheduled Maintenance Hours, as needed

Return Merchandise Authorization (RMAs)

RMAs are applicable in the following cases:

- The device is under warranty and remote support is unsuccessful. Further information can be found [here](#).
- The device has arrived DOA to the customer.

Eligibility:

- The device is under warranty (generally one year from shipment date), and type of damage/problem is covered by warranty
- The device cannot be fixed in a remote troubleshooting session (e.g., firmware upgrade has failed)
- Note: Where a device is ineligible for RMA, such as for a device no longer covered by warranty, analysis is available for a standard evaluation fee, and a possible solution may be provided by Ayyeka for a fee, as arranged with customer in advance
- For details on warranty, please see the Ayyeka warranty provided with your device

Process:

- information can be found [here](#)

Service Availability

Ayyeka aims for continuous availability in its production environments. This is based on cloud hosting and communication services as they are supplied to us by our vendors. Fully redundant systems are used for load balancing and optimization. There is 24/7 NOC monitoring of the Ayyeka cloud services, as well as processes and procedures in place to detect and handle performance degradation and other potential issues.

Cloud Service Availability (uptime) is relevant to Ayyeka's customers who have current subscriptions to the cloud service in the Ayyeka Cloud. Availability does not apply to features designated as alpha or beta, nor to hardware-related issues or anything excluded by these support guidelines. On-premises installations of the Ayyeka services are not covered under these availability guidelines, as the customer is responsible for NOC

monitoring and other server maintenance, which are out of scope of these guidelines and Ayyeka's technical support.

Uptime is measured as the amount of time that the Ayyeka Cloud is externally available.

Expected uptime of cloud services, not including data transmission, is 99%, measured annually.

Note: Calculated downtime does not include scheduled or emergency maintenance outage or causes beyond Ayyeka's control, such as force majeure.