

Service Level Commitments

Last updated – June 2021

This document set forth the terms pursuant to which Ayyeka Technologies Ltd. (“**Company**”), or any other fully owned subsidiary of the Company as the case may be, will provide you with support and maintenance for the Ayyeka Field Asset Intelligence Platform, provided that your account is in good standing. You are responsible for providing support to your employees, consultants and other end users, and shall remain the point of contact for all of the foregoing.

1. **Support.** Subject to these terms and conditions hereof and the Agreement, Company or its agents shall use commercially reasonable efforts to diagnose and correct verifiable and reproducible problems (“**Errors**”) when reported to Company in accordance with the procedures set forth herein. You shall make commercially reasonable efforts to assist Company in reproducing any Error. You will provide Company with access to your personnel and equipment necessary to answer questions regarding Errors.

2. **Response Times.** Company or its agents shall respond to your requests for support services within the time frame set forth herein:

(a) With respect to High Priority Errors: within 24 hours during Business Days.

“**High Priority Errors**” means errors that cause a serious failure of the material functionality of the Platform and materially disrupt your operations.

(b) With respect to Medium Priority Errors: within 72 hours during Business Days

“**Medium Priority Errors**” means errors that causes a serious failure of the material functionality of the Platform but does not materially disrupt your operations.

(c) With respect to Low Priority Errors: within 7 Business Days.

“**Low Priority Errors**” means errors that cause non-critical failure or degradation of the functionality of the Solution.

A “**Business Day**” means Sunday through Thursday, not including any day during which banks are closed in Israel. A “**Business Hour**” means 9:00am to 5:00pm Israel time on Business Days.

Contact. You may contact Company regarding Errors using one of the means listed in this Section:

Telephone: You may contact Company by telephone at: +13108768040 during Business Hours. Company will make efforts to answer calls received outside business hours.

Email: You may contact Company by email at: Support@ayyeka.com during Business Hours. Company will make efforts to answer emails received outside business hours.

Company cannot guarantee any action on call or emails received outside of Business Hours until the following Business Day.

3. **Limitations.** Company shall have no obligation to provide services hereunder if the Platform: (i) has been used other than in accordance with the Agreement, Company instructions or applicable documentation; (ii) has been modified, repaired, serviced, maintained or altered by anyone other than Company without Company’ prior written approval; or (iii) has been used in connection with hardware not recommended by Company.

4. **Your Responsibilities.** You shall assign at least one and up to four named contact persons that will be permitted to contact Company for support. Your contact persons should have reasonable knowledge of the Platform and of the underlying technologies. You acknowledge that compliance with your obligations hereunder is an essential condition to Company’ provision of support and maintenance hereunder.