

SERVICE LEVEL AGREEMENT

Standard Support

Virtuoso Standard Support Overview

Virtuoso support included as standard with software license					
Access to Virtuoso user documentation , Training material and Knowledge base resources	4.30am to 8pm GMT Monday to Friday				
Support channels	https://knowledge.virtuoso.qa				
Support team	Virtuoso Customer Service Team				
Product Deployments	Virtuoso Platform				
Phone support	No				
Chat support	No				
Support entitlements	Product administrators & Permitted Users				
Service Levels					
Initial response and review time					
<u>Level 1 (Critical)</u>					
<u>Level 2 (High)</u>					
<u>Level 3 (Medium)</u>					
<u>Level 4 (Low)</u>					
	SLA Time	<u>Level 1 (Urgent)</u>	<u>Level 2 (High)</u>	<u>Level 3 (Normal)</u>	<u>Level 4 (Low)</u>
	First Response	5 Business hours	8 Business hours	10 Business hours	12 Business hours
	Review Time	8 Business hours	12 Business hours	16 Business hours	18 Business hours

This Service Level Agreement governs the use of Virtuoso's web application quality assurance platform (the "Virtuoso Platform") under the terms of the Customer Agreement (as defined below) between SpotQA LTD trading as 'Virtuoso QA' and its affiliates ("Virtuoso", "us" or "we") and users of the Subscription Services ("you" or "Customer"). This SLA applies separately to each account using the Subscription Services.

Unless otherwise provided herein, this SLA is subject to the terms of the Customer Agreement and capitalised terms not defined herein have the meaning specified in the Customer Agreement. We reserve the right to change the terms of this SLA in accordance with the Customer Agreement.

1. Definitions

"Business Day(s)" means any day on which financial institutions are open for business but excluding Saturday, Sunday, or a national holiday in the UK.

"Business Hour(s)" means 4.30am to 8:00 pm (GMT) on Business Days.

"Customer Agreement" means the underlying agreement, including any statements of work, order forms, master services agreements or purchase orders, between Virtuoso and Customer governing Customer's use of the Subscription Services and the Virtuoso Platform.

"Excluded Downtime" means the exclusions set forth in Section 3 of this SLA.

"Monthly Uptime Commitment" means the minimum percentage of time during a given month that Virtuoso is operational and accessible, minus any Excluded Downtime. Uptime is calculated as the percentage of total hours in the month billing cycle during which Virtuoso was operational and accessible, excluding Excluded Downtime. Uptime shall be assumed to have been 100% on days on which Customer did not have access to Virtuoso.

2. Monthly Uptime Commitment

Virtuoso will use commercially reasonable efforts to make the Virtuoso Platform and the Subscription Services available with a Monthly Uptime Commitment of at least **99.50%** during any monthly billing cycle.

3. Excluded Downtime

The Monthly Uptime Commitment does not apply to any unavailability of the Virtuoso Platform or the Subscription Services resulting from:

- a. a suspension of the Customer Agreement;
- b. events outside of Virtuoso's reasonable control, including any force majeure event,
- c. outages or disruptions caused by software, infrastructure, databases, operator error or hardware not provided or controlled by Virtuoso;
- d. inability of the Customer to access the internet and/or the Virtuoso Platform, where inability to access is not the result of a failure by Virtuoso, including but not limited to, failures attributable to third parties outside of Virtuoso's control, including but not limited to, network service providers, internet service providers and telecom service providers and their respective hardware, software, networks and systems;
- e. any direct or indirect actions or inactions from Customer or their Permitted Users;
- f. Customer not following the basic operational guidelines described in the User Guide (for e.g., overloading a database instance to the point it is inoperable, creating excessively large number of tables that significantly increase the recovery time, etc.);
- g. individual module operability that may be subject to limitations such as, limitations placed on the size of jobs that can be run;
- h. schedule maintenance services; or
- i. maintenance or corrective actions performed on an emergency basis to avoid harm to Virtuoso, the Virtuoso Platform, or Customers.

4. Maintenance Events and Upgrades

Virtuoso may schedule downtime for the Virtuoso Platform to carry out maintenance or upgrades. Virtuoso will endeavour to make these changes at times that minimise the impact to the majority of Customers.

Releases of the product will be made subject to our internal release policy and are not expected to affect the availability of the platform.

During scheduled maintenance, Virtuoso will aim to provide availability of unaffected services throughout the period, but may notify Customers that they could potentially be affected. Whenever maintenance is scheduled, Virtuoso will advise Customers at least seven (7) calendar days prior to the event with the following information:

- Maintenance reason
- Components affected
- At-risk period (if any)
- Expected completion time

Virtuoso will advise Customers when the maintenance is complete.

5. Response Time - Platform & Infrastructure Support

Customers may submit reports and incidents at all times via the online support platform

<https://knowledge.virtuoso.qa>

Virtuoso will use reasonable commercial efforts to meet the Response Times specified below.

“Response Time” means the time by which Virtuoso will acknowledge the incident and commence corrective action, including providing the Customer with an initial status update.

If a resolution cannot be provided during the initial contact, the customer support representatives will provide updates to or notices of problem status and resolution as soon as reasonably practicable.

Severity	Description	Response Time (Business Hours)
Critical	Critical Severity means a complete unavailability of the Platform or a major failure that prevents the execution of a critical business process with no available workaround, and which has an immediate and material business impact.	5
High	High Severity means a significant impairment of Virtuoso Platform functionality that materially disrupts a critical business process or major business function, and for which there is no reasonable temporary workaround. The Virtuoso Platform remains operational but performance or functionality is substantially degraded.	8
Medium	Medium Severity means an issue that does not materially prevent the execution of critical business processes, does not compromise data integrity, and for which a reasonable workaround exists. Functionality may be reduced or inconvenient but core business operations can continue.	10
Low	Low Severity means a minor issue, general inquiry, cosmetic defect, or other low impact matter that does not affect critical user functionality or overall business operations.	12

6. Response Time – Operational & User Support

Customers may submit enquiries at all times via the online support platform

<https://knowledge.virtuoso.qa>

Virtuoso will use reasonable commercial efforts to meet the response times specified below.

“Response Time” means the time by which Virtuoso will acknowledge the incident and commence corrective action, including providing the Customer with an initial status update.

Level	Description	Response Time (Business Hours)
1	User blocked from current activities and cannot progress work streams.	5
2	User support required on specific use case, not blocked from all work streams	8
3	User requires advice on best practice for a specific use case	10
4	General enquiry	12

Date of last review: 26 August 2025