SERVICE LEVEL AGREEMENT

- *SmarterTour*

Version: March 12th, 2020

Contents:

Pokeshot provides SmarterTour for various browser environments like Firefox, Crome and Edge (see Section "Supported Browsers") as a Browser plugin / Extension / Add-On. Each "Add-On" requires a license-key from Pokeshot. The license-key provides access to the SmarterTour service. Depending on the purchased subscription plan, the number of Tours provided and the amount of users allowed to use the service is limited. SmarterTour is shipped with a pre-installed demo license-key with a limited number of tours and users.

1. SUPPORT SERVICES

Eligible for support are customers and partners that have purchased a subscription plan for SmarterTour or are part of Pokeshot's partner program. Pokeshot does not provide support for users using the demo-license of SmarterTour. The support services are limit to certain browsers (see Section "Supported Browsers").

Pokeshot support includes the following services, if customer has obtained a valid license under the provisions of the "Master Service Agreement":

(1) Upgrades

When a new version of Microsoft Office 365 / Teams or browser version is released it is possible that these changes will break certain Tours. Pokeshot will provide a new version of the SmarterTour "Add-On" or Service (tour) that is impaired within six (6) weeks

When a new version of a Tour or the SmarterTour "Add-On" is avaible, it will be updated automatically by the browser. Some browsers require the "Upgrade Add-Ons" Checkbox to be ticked.

(2) Maintenance

Pokeshot will deliver bug-fixes and new features (if applicable) and other improvements for the "Add-On". These changes will be made available to license holder only with the latest "Add-On" version and will be deployed automatically.

(3) Case Reporting, Troubleshooting and resolving Errors

Reporting errors is described in the section "Logging A Case". Troubleshooting these errors is handled by Pokeshot's Support Team via Pokeshots "HelpDesk" only.

Resolving errors will be carried out by Pokeshot's Engineering Team in alignment with Pokeshot's Support Team and license holder.

(4) Business Hours

Monday through Friday, excluding holidays.
· EMEA: 8 am – 6 pm Central European Time

2. SUPPORT SERVICES EXCLUSIONS

The Pokeshot support services will NOT cover:

(1) issues that are caused by factors outside of Pokeshot's reasonable control; or
(2) issues that resulted from license holder's equipment or third-party equipment, or both (not within Pokeshot's primary control e.g. Custom Browsers, Browser errors, firewalls, network connectivity, etc.); or
(3) resolving or fixing issues that cannot be reproduced with a supported standard browser (see Section " Supported Browser"; or
(4) new functionality or certain fixes; or
(5) issues that are caused by manipulating or changing any source code or binaries of the "Add-On" provided by Pokeshot.

Pokeshot can provide a solution for these issues at its sole discretion and as a separately paid professional service engagement.

Pokeshot will not provide services under this SLA if a demo license is used, the license has expired, or as soon as the license agreement has been terminated.

3. SUPPORT PROCEDURES

In order to troubleshoot errors, problems or issues related SmarterTour license holder will submit support cases by sending an email to Pokeshot support <support@pokeshot.com> or creating a ticket via Pokeshot's Helpdesk: <https://support.pokeshot-smz.com>

A support case must contain the license holder's "Installation ID", contact details and information regarding the specific problem or issue. The problem description needs to be provided in a way that the issue is understandable and reproducible by a Pokeshot Support Engineer.

For each submitted case the license holder will receive a unique case number that will be used throughout the entire communication to resolve the issue associated with the case.

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License holder agrees to help, cooperate, and work closely with Pokeshot Support Engineers in order to resolve the issue. This includes appropriate help to reproduce errors, conducting diagnostic or troubleshooting activities, etc., as requested by the Pokeshot Support Team.

4. LOGGING A CASE

License holder will create a support case by sending an email to Pokeshot support or create a ticket via Pokeshot's Helpdesk. Pokeshot will have no obligation to respond to or remedy any Error (as defined below) not reported to Pokeshot in accordance with the terms herein. The only Helpdesk communication channel will be the email address provided by the Requester when logging a ticket or in the Helpdesk directly (Link to the ticket will be sent to the email address of the Requester).

License holder must provide the following information when reporting an issue to Pokeshot:

- Reporter contact information
  o Name
  o Telephone number
  o Email address
- SmarterTour version ("Add-On" version)
- Installation ID
- Browser Vendor
- Browser Version
- Description of the issue
  o Where did it happen in the product?
  o When did it happen? Is it a static or a random issue?
  o Is the issue happening on the whole platform (all users) or just for a few users?
- Supporting information
  o Error messages
  o Screenshots
  o Steps to reproduce the issue
- Severity level (impact to community)

The case must be written in either English or German only.

5. SEVERITY LEVELS

In general, issues will be categorized and handled according to an assigned severity level as follows:

Severity Level	Description and Examples
Sev A (Critical)	This incident level is attained when the following types of conditions are met: • A complete outage of the "Add-On" or a tour • A reoccurring temporary outage of the "Add-On" or a tour • Inability to provision a service
Sev B (High)	This incident level is attained when the following types of conditions are met: • A significant degradation of the service occurs. • Recent modifications to the system cause services to operate in a way that is materially different from those described in the product specifications.
Sev C (Medium)	This incident level is attained when the following types of conditions are met: • A minor degradation of the service delivery occurs • Recent modifications to the system cause services to operate in a way that is materially different from those described in the product definition for non-essential features. • Product doesn't work as expected, but a workaround is available.
Sev D (Low)*	This incident level is attained when the following types of conditions are met: • General usage questions. • Cosmetic issues, including errors in the documentation. * - All UAT issues receive Low priority.

Pokeshot has a structured response plan to address the most critical issues first.

Pokeshot will use commercially reasonable efforts to remedy any Error of the "Add-On" or the tour (see Section "Error Definition").

6. ERROR DEFINITION

An Error is an issue that causes the "Add-On" or a tour to be inoperable or to materially fail to conform to the functional specifications for the "Add-On" described in the applicable documentation published by Pokeshot.

Any malfunctions of the "Add-On" or a tour or inconformity to the functional specifications for the "Add-On" or tour which is caused by not using a standard and supported Browser (see Section "Supported Browsers"), are not considered as fault.

Each Error reported to Pokeshot by license holder in accordance with this SLA must be reproducible and demonstrable in the "Supported Browsers" (see Section "Supported Browsers"),) for which the "Add-On" was designed to operate.

7. RESPONSE TIMES

When license holder has opened a case via email, license holder will receive a response from Pokeshot's Case and Issue Tracking System via email*. The support response email will contain a case number for the issue reported. Providing the case number via email as an initial response is included in the response time.

The actual resolution time will depend on the nature of the case and the complexity of the resolution. A resolution may consist of an upgrade, fix, workaround or other solution in Pokeshot's reasonable determination.

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. In this case the license holder will be regularly updated on the progress until the issue is resolved.

Action	Priority	Time or Interval
Initial response to ticket	critical	Within 4 business hours of notification by customer
	high	Within 6 business hours of notification by customer
	medium	Within 8 business hours of notification by customer
	low	Within 16 business hours of notification by customer

First analysis and time estimation for resolution	critical	2 business hours after initial response
	high	6 business hours after initial response
	medium	16 business hours after initial response
	low	32 business hours after initial response

***It is the license holder's responsibility to make sure that all emails from "support@pokeshot.com" are not considered SPAM by license holder's email-system.*

8. Supported Browsers

Pokeshot must be able to reproduce and demonstrate an Error in a standard Browser and it's supported Browser Version in order to resolve it. A standard Browser is the Version of a Browser that is provided or downloadable directly by the Browser Vendor. Custom Versions of standard Browsers are NOT supported.

Supported Vendors and Browser Versions starting from are:

- Mozilla Firefox: 66.0.4
- Google Crome: 74.0.3729.131
- Microsoft Edge: 44.17763.1.0
- Microsoft Chromium >= 77
- (Apple Safari is NOT supported)
- (Internet Explorer is NOT supported)
- (Opera is NOT supported)

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