



## SERVICE LEVEL AGREEMENT SCHEDULE 3

### 1. SUPPORT SERVICES.

1.1 The Support Services provided under this Agreement (the “**Support Services**”) shall apply to the Services provided under the Agreement and will include online support available during SocialEdge’s normal business hours of 9AM to 1AM GMT / 4AM to 8PM EST Monday through Friday via phone, Skype and email with the exception of SocialEdge holidays (i.e., U.S. bank holidays). Support outside of the normal business hours is available by special arrangement. Enterprise customers will have direct phone numbers to dedicated representatives and SocialEdge management to escalate requests outside of normal business hours.

1.2 The Support Services will be provided for issues forwarded to SocialEdge from Customer’s designated staff. Customer must provide SocialEdge with accurate and complete information regarding each issue logged by Customer, including without limitation designated points of contact and passwords for maintenance and repair use by SocialEdge support agents. SocialEdge will not be responsible for any delays or failures caused by Customer's failure to abide by the requirements of this Subsection 1.2. SocialEdge may reclassify any case misclassified as falling into one of the severity categories listed below.

1.3 The Support Services are offered to Customer on a commercially reasonable-efforts basis only. Customer acknowledges that SocialEdge may not be able to resolve every request for support through the Support Services. Customer’s exclusive remedy and Social Edge’s sole obligation for any failure to resolve a request shall be to use commercially reasonable efforts to resolve such request.

1.4 As part of Support Services, SocialEdge will investigate all reproducible, material failures of the Services to conform to the functional specifications as described in the applicable Documentation. SocialEdge will partner with Customer to classify the severity of the error, provide best efforts to correct the error or provide a workaround to the error as defined in the table below.

1.5 The Services will be available at least 99.9% of the time measured on a monthly basis. For each calendar month in which SocialEdge has uptime of less than 99.9%, SocialEdge shall, upon Customer’s request made within thirty (30) days of the end of that calendar month, provide Customer with a credit commensurate with the downtime and a written plan for improving uptime to attain the 99.9% uptime.

**2. Physical Security:** SocialEdge’s hosting facility is a secured access facility and is accessible, both electronically and physically, only by authorized personnel.

| <b>Severity Level</b> | <b>Description</b>   | <b>Response Time</b>           | <b>Resolution Status/Effort</b>  |
|-----------------------|--|--------------------------------|--|
| <b>1. Urgent</b>      | Inability to use the Services in any way.  | Within two (2) business hours  | SocialEdge will provide daily status updates to the designated customer contact on all open Urgent issues. SocialEdge will work to resolve all Urgent issues on a 24-hour basis until such Urgent issue is resolved.   |
| <b>2. High</b>        | The Services are severely restricted in use causing major business impact.                   | Within four (4) business hours | SocialEdge will provide daily status updates to the designated customer contact on all open High priority issues. SocialEdge will work to resolve all High priority issues until such High priority issue is resolved. |
| <b>3. Normal</b>      | A non-critical component of the Services is malfunctioning causing moderate business impact. | Within one (1) business day    | SocialEdge will provide daily status updates to the designated customer contact on all open Normal priority issues.  |
| <b>4. Low</b>         | Any other issue that is not an enhancement.  | Within two (2) business days   | SocialEdge will provide weekly status updates to the designated customer contact on all open Low priority issues.  |

In the event of a discrepancy between this SLA and the General Terms & Conditions, this SLA shall take precedence.