



1. Service Levels.

Service Availability is computed using the following definitions.

- a. Application Services: Systemates Application Service, accessible over the network via web protocols, up to and including Systemates' Internet connection.*
- b. System Outage Hours: Total time during a given month in which the Application Service is unavailable, excluding Schedule Maintenance and time during Force Majeure events. Network problems beyond that point, such as ISP problems, Internet backbone problems or Customer network problems, are excluded. Problems caused by software running on Customer's computers are also excluded.*
- c. Total Hours: Number of hours contained in a month.*
- d. Service Availability: The percentage of Total Hours during a given month in which the System was available is computed by multiplying 100 by the following calculation (expressed as a percentage):*

$$\frac{(\text{Total Hours} - \text{System Outage Hours})}{\text{Total Hours}}$$

2. Service Level Credit.

Where Service Availability is below 99% but above 97%, Systemates will issue a service level credit equal to 5% of the pro-rata portion of the annual subscription fee for that month. Customer will receive a service level credit of an additional 5% of the monthly subscription fee for each percentage point Service Availability falls below 97%, up to a maximum of 25% of monthly portion of the annual subscription fee for that month. To receive a credit, Customer must submit a request to Systemates within 15 days after the month in which Service Availability was below 99%. Any credit will be applied against subsequent subscription fees due to Systemates.

3. Customer Service.

For general service or support issues, Customer may contact Systemates' Customer Support Center at support@systemates.com or 214.217.4100 Extension 2. Systemates will use reasonable efforts to provide an acknowledgement within eight hours during regular support hours Monday to Friday 8:30 AM to 5:30 PM US Central Time. If the issue cannot be resolved within a 24-hour period, we will continue to update you with additional information as it is available.

In case of a "Server Down" situation beyond our regular support hours, Customer can contact Customer Support by calling 214.217.4100 ext. 211. If issues are encountered with the Application Services, Systemates will address reported issues according to the following priority levels:

Priority	Description	Action & Response
Red: System Down	System Down: Site not operational and no workaround is available.	Systemates will work continuously until resolved. Target resolution goal is within 4 hours of a reproducible case being reported. (Excludes system outages caused by force majeure, i.e. acts of God, war, civil unrest, acts of government and any other circumstances beyond Systemates' reasonable controls).
Orange: Severe Impact	Severe Impact: A major function is not working (unable to utilize a specific portion of the application). Reproducible Errors which result in a lack of application functionality or intermittent system failure.	Good faith efforts by Systemates to provide: A workaround within 24 hours of notification. If a workaround is provided, then a plan for correction of the Error will be provided within 10 business days of notification, with a target for completion within 30 business days; or If a workaround is not provided, then a plan for correction of the Error will be provided within 5 business days of notification for completion within 10 business days.



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Yellow: Moderate Impact	Reproducible Errors causing malfunction of non-critical functions. Customer is able to use the application with the issue outstanding.	Good faith efforts by Systemates to provide: A workaround within 10 business days of notification. If a Workaround is provided, then a plan for correction of the Error will be provided within 20 business days of notification for completion within 60 days; or If a workaround is not provided then a plan for correction of the Error will be provided within 20 business days of notification, with a target for completion within 30 business days.
Blue: Enhancement Request	Request to add new feature or write custom code.	Enhancement requests will be reviewed by Systemates. Customers will be notified of the outcome of the review. If customer desires to sponsor the enhancement request, Systemates will provide detailed scope of work document and cost estimate within 14 days.