

The Interos Terms of Service

1. Terms of Service

1.1 Service Level Availability. Interos shall make all Application Services available to Subscriber for at least ninety-nine and one half percent (99.5%) of the time (determined monthly on a calendar basis), seven (7) days a week, twenty-four (24) hours per day, not including any unavailability that (i) results from Interos maintenance communicated in advance or (ii) results from the poor performance or, of failure of, internet service or other outside service, software or equipment not within the control of Interos (“Service Level Ability”).

1.2 Service Level Availability Commitment. Interos commits to provide Service Level Availability set forth above. If in any calendar month this Service Level Ability commitment is not met by Interos and Subscriber was adversely impacted, Interos shall provide, as Subscriber’s sole and exclusive remedy, a service credit calculated as set forth below:

1.2.1 If Service Level Availability is greater than 99% and less than 99.5%, the service credit shall be 5% x 1/12th of the annual subscription fees for those Applications Services that were actually adversely impacted; and

1.2.2 If Service Level Availability is greater than 98% and less than 99%, the service credit shall be 10% x 1/12th of the annual subscription fees for those Application Services that were actually adversely impacted; and

1.2.3 If Service Level Availability is less than 98%, the service credit shall be 15% x 1/12th of the annual subscription fees for those Application Services actually adversely impacted.

1.3 Credit Request. In order to receive a credit under the Service Level Availability commitment, Subscriber must request it in writing within seven (7) business days of the end of the applicable month. Credit Requests can be made by sending a written request to support@interos.ai. Subscribers who are past due or in default with respect to any payment or any material contractual obligations to Interos are not eligible for any credit under this Service Level Availability commitment. Interos shall calculate any service level downtime using internal system logs and other records. Interos shall issue the service credit against the next invoice and if there is no future invoice, a service credit will be provided in the form of a refund.

2. Technical Support

2.1 Support. Interos provides technical support 24 hours a day, 7 days a week, 365 days a year. The Interos Service Desk (<https://resourcecenter.interos.ai/>) is the support platform. Subscriber can raise and manage support tickets in the Service Desk and find release notes, user guides, and API documentation. Case reporting is also available via Interos Service Desk. Subscriber can take advantage of on-demand resources using the Resilience Network (<https://interosSubscriber.influitive.com/>). This resource provides self-help content including webinars, knowledge bases, and online training.

2.2 Support Request Procedure and Ticket Handling. Subscriber can submit support tickets to Interos Support via the following methods:

Web: Service Desk (<https://resourcecenter.interos.ai/>)

Phone: (703) 745-5578

Email: support@interos.ai

Each case will be assigned a unique case number and logged in the Service Desk. Interos will respond to each case in accordance with the response time objectives outlined below and will work diligently toward resolution of the issue taking into consideration its severity and impact on Subscriber business operations. Actual resolution time will depend on the nature of the case and the resolution itself. A resolution may consist of a fix, workaround, delivery of information or other reasonable solution to the support request. Interos Support will work to respond to each case, taking steps to first diagnose the problem and then to find a solution. As Interos must be able to reproduce errors in order to resolve them, Interos may need help reproducing issues, testing workarounds, and engaging technology-specific administrators to help troubleshoot the issues as required. Once a case is marked resolved, the case will automatically close after 10 days unless additional assistance is requested. Interos may mark cases as resolved if the person opening this ticket fails to respond after three inquiries from

2.3 Severity Level Determination. Subscriber shall reasonably self-diagnose each support issue and recommend to Interos an appropriate severity level designation. Interos shall validate the severity level designation and notify you of any changes in the severity level along with justification for the change. In the event that Subscriber disagrees with the change, Subscriber should promptly note that in the open ticket, and it will be escalated through the open ticket between both parties' management. In the rare case a conflict requires a management discussion related to a Severity 1 or Severity 2 classification, both parties shall be available within two hours of the escalation.

2.4 Production Severity Level Definitions.

Severity	Level Definition	Interos Response Time (in hours)
Severity 1 (Critical)	Interos is unusable for all users resulting in total disruption of work or critical business impact. No workaround exists.	25
Severity 2 (High)	A major functionality problem in Interos prevents completing one or more critical business processes with a significant impact. Operations can continue but in a restricted fashion. A workaround exists but is not optimal.	1
Severity 3 (Moderate)	An issue with Interos that involves partial, non-critical loss of functionality that impacts Subscriber operations. A work around exists.	24
Severity 4 (Low)	General usage questions and requests that do not impact the service functionality.	48

2.5 Escalation. If Subscriber is not satisfied with the progress of a case, Subscriber may escalate the case to Interos Support management by email to supportescalations@interos.ai (please include the case number and reason for escalation) or by calling the support number above. Upon receipt of an escalation request, the Interos Support engineer, the team lead, and Support management will be notified. An Interos escalation manager is assigned until the escalation is resolved. Response to escalations is normally within 2 hours of receipt.