

ONGAGE SERVICE LEVEL AGREEMENT

This Service Level Agreement ("SLA") describes the performance standards and service levels to be achieved by Ongage Ltd. ("Ongage") during the use of the Ongage platform or Services by Ongage's Customers. In the event of a conflict between the terms of this SLA and the terms of the agreement signed between the parties, the terms of this SLA shall prevail and apply.

Definitions:

- "Available" means the Services are available and operable for access and use by Customer and its authorized users over the Internet in full conformity.
- "Error" means a demonstrable failure of the Service to conform in all material respects to the applicable technical specifications.

Service Level Commitment:

Ongage shall make the Services Available, at least 99.95% of the time and shall comply with the SLA below including by monitoring and ensuring the Service Level Commitment herein. Notwithstanding the above, the Service Level Commitment shall not apply in the event: **(i)** Customer's misuse of the Services; **(ii)** any failure arising from Customer's side and actions including internet or other network traffic; **(iii)** mutually agreed or pre-planned system maintenance downtime (pre-planned system maintenance downtime shall be announced no later than 24 hours prior to such downtime activity); or **(iv)** network capacity overload, bandwidth limitation, or any other network malfunctions. The Customers shall further be responsible to ensure that its computer, operating systems, computer networks, and network connections, telecommunications facilities or mobile device meets all the necessary technical specifications to enable it to access and use the Services.

Support Services:

Ongage will maintain a support team staffed with personnel who possess the appropriate education, experience, skills and training required to resolve any problems related to the receipt and use of the Services. Ongage shall provide the following support services in accordance with the severity levels set forth herein, and will work with Customer's reporting individual to understand the severity of the issue.

The Customer shall contact Ongage's support services or help desk via the following support website, email or designated contact person:

- Platform support for registered users: Use the contact support form that is accessible via the help menu
- Email: support@ongage.com
- Phone: A call to the phone service desk cannot be made directly, however for some pack value, it can be requested and a representative will get back to the customer up to 2 business days, depends on the urgency and pack value.

In addition, Ongage might assign to specific customers a dedicated support email or a dedicated client success manager at its own discretion.

The Customer shall notify Ongage's help desk of any Error according to the means set forth above, and shall provide Ongage with sufficient details to enable Ongage to accurately diagnose such Error.

Response time:

Upon being advised of an Error by Customer, or Ongage becoming aware of the Error, Ongage shall immediately, by using reasonable judgment, label the Error according to one of the following severity levels and such Error shall be processed by Ongage according to its severity level and in the order that the Error was reported. Ongage cannot and does not warrant or represent that any or all Errors can or will be corrected. The severity list and response time commitments are listed below:

Severity	Ticket Assignment and initial response	Time to provide a temporary solution or a workaround (when applicable)	Time to Complete Resolution
Critical	1 hour	4 hours	2 business days
High	2 hours	8 hours	4 business days
Medium	4 hours	1 Business Day	7 business days
Low	1 Business Day	3 Business Days	No commitment.

* The Severity level of a ticket is determined when a customer submits a support ticket. However, The Ongage Support might adjust the severity based on the actual evaluated urgency.