Support Services SLA

1.0 Standard 8x5 Support:

- Standard support that is included in all Basic and Enterprise plans by default
- Email Support or via Help Desk support.powerdmarc.com
- Standard Response Time: 1-2 business days
- Technical support only on platform related issues, such as:
  - Access issues
  - Login issues
  - Password resets
  - Bugs or issues in the platform
- No support on interpreting and optimizing SPF/DKIM/DMARC results and how to use them to move to p=reject (for such activity managed services or implementation services need to be purchased).
2.0 24x7 Support:

- An Add-on service package that is not included by default in Basic and Enterprise plans
- Email Support or via Help Desk support.powerdmarc.com
- Dedicated Account Manager for Escalation
- 24 x 7 incident response and management
- 24 x 7 technical support
- No support on interpreting and optimizing SPF/DKIM/DMARC results and how to use them to move to p=reject (for such activity managed services or implementation services need to be purchased).

<table>
<thead>
<tr>
<th>Impact</th>
<th>Response Time</th>
<th>Target Resolution</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1-Critical</td>
<td>1 hour</td>
<td>Within 4 hours</td>
<td>The system is completely shut down. No useful work can be done &amp; system Inoperable.</td>
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<tr>
<td>P2-High</td>
<td>2 hours</td>
<td>Within 24 hours</td>
<td>A major function is experiencing critical downtime causing major operational interruption</td>
</tr>
<tr>
<td>P3-Medium</td>
<td>8 hours</td>
<td>Within 2 Business days</td>
<td>All other errors or fault where no down-time is created and interruption to operation can be tolerated</td>
</tr>
<tr>
<td>P4-Low</td>
<td>24 hours</td>
<td>Within 5 Business days</td>
<td>Clarification or further information required</td>
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