Service Level Agreement

Current as of February 2, 2024

1. General

Support will be provided to authorized Users in accordance with the terms of this document. Capitalized terms not otherwise defined in this document will have the respective meanings assigned to them in the applicable Master Services Agreement between Libum and Customer.

Requests for Support may be made through any of the channels referenced in the section below titled "Support Requests." Customer agrees to provide Libum with reasonable information and assistance to facilitate Libum's performance of Support, including, without limitation, a clear description of the issue, related configuration and log files, and cooperation to reproduce errors. Customer's sole and exclusive remedy for any alleged failure by Libum to provide Support with reasonable skill, care, and diligence following a Support request shall be re-performance of the applicable Support.

1.1 Definitions

"**Available**" means with respect to each Software, that the Software being used by Customer is available for access; "**Availability**" has a correlative meaning. Availability is assessed from the point where the Software is made available from the Platform and measured in minutes over the course of each calendar month during the Order Term. Customer may request Availability information by submitting a Support request.

"**Exceptions**" means any of: (a) Customer's breach of this Agreement or an Order (b) Customer's failure to configure and use the Software in accordance with the Documentation; (c) failures of, or issues with, Customer's Environment; (d) Force Majeure Events; or (e) maintenance during a window for which Libum provides notice by email or through the Platform in advance.

1.2 Availability

Libum commits to make the Platform Available at least 99.8% of the time, exclusive of any time the Platform is not Available as a result of one or more Exceptions (the "**Availability Standard**"). If the actual Available of the applicable Software is less than the Availability Standard in any monthly billing cycle, Customer will be eligible to receive Service Credit as described below.

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.8% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95%	30%
Less than 95.0%	50%

2. Access to Self-Help Materials

Libum has more than one option available for Customers seeking self-help in addressing questions about the Services. Customers are responsible for evaluating any guidance found through these self-help options, which do not constitute Support. The self-help options are:

- Documentation - Our Documentation library offers considerable information for using and configuring our Services. Available at: https://docs.libum.io/
- Libum Discord Community - The Discord Community program, delivered external from the Services, is a network built by the Libum team for users of Libum products to help each other discover answers to questions or to share tips and tricks. This means that the information in the Discord Community is not provided by Libum as part of Support. The Discord Community can be accessed at: https://discord.gg/libum/

3. Support Plan

Support Requests

Customers may leverage support@libum.io to contact Libum support. Please see the section below titled "Contacting Libum Support" for details on hours and initial response times.

4. Contact Libum Support

As used in this Section:

- **"Business Hours"** means 9:00 AM - 4:00 PM (CDT/CST) Monday through Friday, excluding holidays. Current holidays observed by Libum align with the federal holidays published by the U.S. Department of Commerce.
- **"Incident"** means a failure of the Service to perform in material conformance with the Master Services Agreement (or "MSA"), applicable Order, and Documentation.
- **"Resolution"** means either Libum has: (a) corrected the Incident that prompted a particular Support request so the Services perform in material conformance with the MSA, applicable Order, and Documentation, or (b) determined the reported Incident was actually the result of an Exception.
- **"Workaround"** means a configuration change, manual procedure, or other workaround designed to regain intended or previously functioning features and functionality, but that does not provide a complete Resolution.

In the event of an Incident, Libum will respond to associated Support requests as follows:

Impact	Support	Additional Actions
Business Critical Incident Issues involving (a) total failure or severe degradation of a Service, or (b) Customer is unable to access the Service.	Response within 2 hours (24x7)	Libum's support engineers will work on the Incident 24x7 to provide a Workaround or Resolution. Libum will provide regular status updates as agreed by the Parties. Business Critical Incidents will be escalated to senior engineering as appropriate.
Degraded Service Incident Issues involving partial failure or mild degradation of a Service. Customer is able to access some but not all Service features.	Initial response within 12 Business Hours	Libum support engineers will work on the Incident during Business Hours to provide a Workaround or Resolution.
General Issue All other issues not amounting to Business Critical or Degraded Service. These include, but are not limited to non-critical technical issues, product "how-to" questions, implementation questions, and feature requests.	Initial response within 48 Business Hours	Libum support engineers will work during Business Hours to (i) provide a Workaround or Resolution for Incidents; and (ii) respond to other issues and queries.

5. Miscellaneous Terms

Exclusions - Support Plans do not include any of the following:

- Billing questions - Billing questions should be emailed to billing@libum.io or addressed with your applicable customer success representative.

Modifications - The Support Plans may be modified from time to time by Libum, provided that the level of support will not materially decrease during the applicable Order Term.