



# Discover the Unknown.

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## Service Level Agreement

The goal of this agreement is to ensure that all of the necessary aspects and agreements are in place to provide Cytomate customers with continuous support and delivery. It outlines the terms and conditions under which Cytomate will provide assistance. The SLA will be followed on the date the contract for Cytomate came into force for the time indicated in the contract services signed by the customer.

This agreement will remain in effect until it is replaced by a revised agreement that has received unanimous approval from all parties. This agreement outlines the parameters of all security services covered, as they have been mutually agreed upon. The matter has been brought to the attention of the major stakeholders. Unless otherwise noted, this agreement does not supersede existing processes or procedures.

Cytomate warrants the Service will be generally available 99 percent of the time per calendar month.

### Support Services

Cytomate will provide the following Support Services:

1. In response to a customer's report of a technical problem with the accessibility or performance of a function or component of the Service that is under Cytomate's control (a "Problem"), Cytomate will make reasonable efforts to provide a fix, work-around, update, or other solution to the Problem, all at Cytomate's discretion.
1. Each report of a Problem must include adequate information for Cytomate to verify and remedy the issue.

Support will be offered according to the priority levels and response timeframes outlined below.

- "Response Time" indicates that Cytomate will provide a report to the customer with an assessment or evaluation of the Problem within the timeframes listed below.
- After responding to the customer, Cytomate will strive to give a solution as soon as reasonably practicable, taking into account the applicable "Priority Level."
- Cytomate will decide the Priority Level at its discretion.
- Support can be reached by email at [support@cytomate.net](mailto:support@cytomate.net).

Support Response Time		
Priority Level	Description	Response Time
<b>Critical</b>	Unavailability of the Service	≤ 1-2 hours
<b>High</b>	Service is working, but entire functionalities of the Service are unavailable.	≤ 24 hours
<b>Low</b>	Problem with little or no influence on the Service functionality, or a request for information or "How To" question.	≤ 48 hours

## Support Flow



## Exceptions

1. Any unavailability induced by circumstances outside Cytomate's reasonable control, as well as any planned downtime for which Cytomate provides at least 8 hours' warning.
2. Cytomate shall make commercially reasonable efforts to arrange all planned downtime during the weekend hours, but will not be bound to provide notification for such downtime.
3. Communication failure between customer network / security devices and Cytomate's platform owing to a technical or non-technical failure at the Customer site;
4. Delays between event production time from customer network devices and event reporting time on the Cytomate platform; or
5. Delays resulting from circumstances outside Cytomate's reasonable control. Wars, riots, strikes, fires, storms, floods, earthquakes, shortages of labor or materials, labor disputes, third-party service provider failures, transportation embargoes, acts of any government or agency thereof, and judicial actions are all examples of these conditions. If there is a delay or failure to perform, the delivery or performance date will be postponed for a period equivalent to the time lost due to the delay.