



CLASSIC PLATFORM SERVICE LEVEL ADDENDUM

THIS CLASSIC PLATFORM SERVICE LEVEL ADDENDUM (the "Classic SLA") is an addendum to the Master Subscription Agreement (the "Agreement") by and between Serenova, LLC ("Serenova") and the other contracting party identified in such Agreement (for purposes of this Classic SLA each such other contracting party is "Customer") with respect to use of the classic version of the hosted contact center platform (the "Service") by Customer. Where applicable, the defined terms in the Agreement shall have the same meaning in this Classic SLA. However, "Service" within this Classic SLA shall refer only to the Classic Platform.

Serenova endeavors to maintain 99.9% Availability of the Service and make support services accessible on a 24x7x365 basis subject to the terms and conditions of this Classic SLA and the Agreement.

1. Definitions.

"Available" or "Availability" means, with respect to voice calls, the ability to route and complete such calls through the Service; and, with respect to chat, SMS, email, social networking and other message types supported by the Service, the ability to route messages between the Service and network gateways operated by third parties. Any periods of inability to route calls and/or messages due to planned downtime, weekly Maintenance Windows or any of the following shall not be deemed circumstances under which the Service is not Available: (a) Customer or third-party equipment, services, files, data or materials not within the sole control of Serenova; (b) acts or omissions of Customer that constitute negligence or breach of material obligations under the Agreement; (c) lack of or untimely response from Customer in response to incidents that require Customer's participation for source identification or resolution; (d) acts or omissions of Serenova at the direction of Customer other than in the normal operation of the Service in accordance with the Agreement; (e) suspension or termination of the Service by Serenova in accordance with the Agreement (including any Order Form or Statement of Work); and (f) circumstances beyond the reasonable control of Serenova including outages of networks under the control of third parties, including without limitation telephony carriers and providers.

"Business Day" means a day within the Normal Operating Hours.

"Business Hour" means an hour within the Normal Operating Hours.

"Classic Platform" means the prior version of the Serenova (formerly LiveOps Cloud, LLC) contact center platform commonly referred to as the LiveOps Classic Platform, and which interface options include LiveOps Engage and LiveOps Phone Panel. Classic Platform shall not include Serenova's cloud-based contact center platform known as CxEngage.

"Designated Contact" refers to the up to three accounts (individual or group) designated by Customer to make support calls to Serenova pursuant to the paragraph entitled "Error Reporting" set forth below.

"Maintenance Window" means 9:00 p.m. Monday to 12:00 a.m. Tuesday and 9:00 p.m. Wednesday to 12:00 a.m. Thursday, Pacific Standard Time or Pacific Daylight Time.

"Normal Operating Hours" means the time period from Sunday 12:00 PM to Friday 8:00 PM, Pacific Standard Time or Pacific Daylight Time.

"Platform Error" means a failure of the Service to function as intended, which failure would not have occurred but for: (i) insufficient infrastructure capacity; or (ii) improper maintenance; provided, however, that such failure is not attributable to: (a) incorporation or utilization of any third-party technology not provided by Serenova with the Service; or (b) use of the Service for other than the specific purposes for which it was designed, or an error arising from or related to any other third party whose performance is not the responsibility of Customer. The foregoing subsections (ii) (a) and (ii) (b) of this definition shall be deemed "Non Platform Errors" in the reasonable sole discretion of Serenova.

"Priority Level Classification" means the priority level assigned by Serenova to a Customer reported issue according to the priority level definitions below:

i. "Priority 1" means an issue that results in voice calls or chat messages not being completed properly through the Service such that the Customer's entire tenant is affected or such that an entire region in which Customer operates is affected; or an issue that results in SMS, email, social networking and other message types supported by the Service not being routed between the Service and applicable network gateways such that the Customer's entire tenant is affected or such that an entire region in which Customer operates is affected.

ii. "Priority 2" means an issue that has a material impact on Customer's Users' ability to use critical features or functions of the Service, but does not materially affect Availability.

iii. "Priority 3" means an issue that has a material impact on Customers' ability to use certain features or functions of the Service, but does not materially impact Customer's ability to use critical features or functions of the Service and has no material impact on Customer's business operations or Availability.

"Target Availability" means an Availability level of 99.9%.

2. Availability. Provided that Customer remains in compliance with the Agreement and current in its payment obligations to Serenova, Serenova will use reasonable efforts to maintain Target Availability of the Service with respect to licensed communication channels in accordance with the terms of this Classic SLA and the Agreement. Availability is measured as follows for each calendar month: (a) with respect to voice calls, one (1) minus (the number of minutes that the Service is not Available for voice calls during the calendar month / the total number of minutes during the calendar month); (b) with respect to communication channels other than voice, one (1) minus (the number of minutes that the Service is not Available for messages of licensed non-voice communication channels during the calendar month / the total number of minutes during the calendar month).

3. Support.

3.1 Error Reporting

Customer must report issues or errors through its Designated Contacts by submitting the case online through the support portal. Customer's report must include Customer's reasonable good faith assessment of the appropriate Priority Level Classification for the issue. Customer may also request escalation of an issue which Customer reasonably believes is Priority 1 via the support portal. If Serenova determines that a reported error is a Non Platform Error, then Customer shall reimburse Serenova on a time and materials basis at Serenova's then-standard consulting rates for reasonable troubleshooting and correction costs to the extent attributable to the Non Platform Error.

3.2 Trouble Tickets and Response Time Targets

For each Error Report issued online through the support portal, Serenova shall make all commercially reasonable efforts to acknowledge receipt of the Error Report to Customer no later than within two (2) hours of receipt of Customer's email report. All further communications for an Error Report shall be via email except in the case of issues that after initial reporting are determined to require telephone communications for troubleshooting and correction. Upon receipt of Customer's Error Report, Serenova will open a trouble ticket, initiate communications with Customer, and initiate actions to assign a Priority Level Classification. Serenova will make all commercially reasonable efforts to assign technical resources to address and resolve the problem according to the Response Expectation Process below:

3.3 Response Expectation Process:

Priority 1: Serenova shall make all commercially reasonable efforts to assign a Priority Level Classification to issues identified by Customer as Priority 1 within two (2) hours of receipt of Customer's Error Report. For issues classified by Serenova as Priority 1, Serenova shall apply immediate technical resources and all commercially reasonable efforts to resolve the issue. Efforts shall continue until the



problem is resolved or downgraded to a lower priority level, and Serenova will provide updates to Customer on an agreed upon frequency.

Priority 2: Serenova shall make all commercially reasonable efforts to assign a Priority Level Classification to issues identified by the Customer as Priority 2 within eight (8) Business Hours of receipt of Customer's Error Report if received during Normal Operating Hours or, if received outside of Normal Operating Hours, within eight (8) Business Hours following the first resumption of Normal Operating Hours. For issues classified by Serenova as Priority 2, Serenova shall make all commercially reasonable efforts to resolve the issue, either by permanent solution or temporary fix, within one (1) Business Day. Serenova will provide updates to Customer on an agreed upon frequency.

Priority 3: Serenova shall make all commercially reasonable efforts to assign a Priority Level Classification for issues identified by the Customer as Priority 3 within two (2) Business Days of receipt of Customer's Error Report. Serenova will assign technical resources on an as available basis to address the problem, and will make reasonable efforts to provide updates to Customer periodically based on the nature of the problem and availability of resources.