

Support Policy & Service Level Agreement

Overview

This KASPR Datahaus Support Policy and Service Level Agreement (“Policy”) is subject to the agreement between you (“Customer”) and KASPR Datahaus PTY LTD (“KASPR”) under which KASPR provides its SaaS datawarehousing service that references this Policy (“Agreement”). This Policy describes KASPR’s support offering provided by KASPR’s technical support team (“KASPR Support”) in connection with support requests related to our offering on the AWS Data Exchange to errors, changes in the data structure or delays in the Service causing it to fail to perform in material conformance with the Documentation (“Errors”).

This Policy also describes the service level commitments applicable to certain editions of the Service. Customer shall receive Support for the Edition of the Service as described in the applicable Order Form (“Support Level”). Capitalized terms not defined in this Policy shall have the meaning given to them in the Agreement.

Support

General Support Offering:

KASPR shall provide English-speaking remote assistance to Customer for questions or issues arising from any Errors, as further described in this Policy, including troubleshooting, diagnosis, and recommendations for potential workarounds for the duration of Customer’s subscription to the applicable Service on the AWS Data Exchange. KASPR shall also provide the specific entitlements for the corresponding Support Level procured by Customer as further described in this Policy and the tables below.

Contact Support:

Customer may contact KASPR Support by submitting a support request to support@kasprdata.com. All Customer contacts must be reasonably trained in the use and content of the data, the respective KASPR Data Descriptor and shall use reasonable diligence to ensure a perceived Error is not an issue with Customer equipment, software, or internet connectivity.

Submission of Support Cases:

Each Support Case shall; (a) designate the Severity Level of the Error in accordance with the definitions in Table 1, (b) identify the Customer’s Account that experienced the error, (c) include information sufficiently detailed to allow KASPR Support to attempt to identify the Error in the data product, and (d) provide contact information for the Customer contact most familiar with the issue. If Customer submits Support Cases related to enhancement or feature requests, KASPR shall treat those tickets as closed once the request has been forwarded internally.

Error Response:

Upon receipt of a Support Case, KASPR Support will attempt to determine the Error and assign the applicable Severity Level based on descriptions in Table 1. KASPR shall use commercially reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level, as measured during KASPR Support hours set forth below. If the Customer that submitted the Support Case is unresponsive or unreachable, KASPR may downgrade the Severity Level by one level. If KASPR's Severity Level designation is different from that assigned by Customer, KASPR will promptly notify Customer. If Customer notifies KASPR of a reasonable basis for disagreeing with KASPR's designated Severity Level, the parties will discuss in an effort to come to mutual agreement. If disagreement remains after discussion, each party will escalate within its organization and use good faith efforts to mutually agree on the appropriate Severity Level.

Global KASPR Support Hours:

- 8AM–6PM AEDT Mon-Fri
- Recognised APAC Holidays excluded

Table 1. Error Severity Level Definitions

Severity Level	Priority	Description
1	Critical	An Incident that causes all functions of any of the Customer's processes to fail catastrophically
2	Serious	An Incident that causes any of the Customer's processes to fail to perform one or more of the major functions within its Data processes or causes the operating performance of its Data processes to be substantially degraded and Customers operations are impacted
3	Degraded	An Incident that causes any of the Customer's processes to fail to perform one or more of the minor functions within its Data processes or causes its operating performance to produce materially incorrect results or to be degraded and Customer operations are impacted.
4	Minimal	An Incident that has little or no impact on the functional or operating performance of the Customer's processes. Problems have little impact on daily business processes and are minor malfunctions or cosmetic issues.

Table 2. Severity Level Response Times

Severity Level	Priority	Description
1	Critical	Eight (8) Business Hours
2	Serious	Two (2) Business Days
3	Degraded	Two (2) Business Days
4	Minimal	Four (4) Business Days