Demyst
Global Service Level Agreement

V2.6 February 12, 2024

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1.1. Document History

Change	Description	Date	Author(s)
Document Creation	Approved Version	August 11, 2021	Augusto Perazzo, Brenden Grace, Dai Sim, Mark Hookey
Annual Update	Updated Roles, Escalation Matrix, and Formatting	June 17, 2022	Michael Libman, Salve Santos, Anna Bondarenko
Annual Update	Updated Escalation Roles and Matrix; Formatting	February 12, 2024	Ashkan Moftakhar, Harshit Singh

1.2. Global Service Desk

Demyst shall maintain a Global Service Desk that is available 24x7x365 to function as a single point of contact for current clients to report issues, request services, and be informed of service availability and status.

Clients may reach our Global Service Desk via the Service Desk Portal ("**Portal**") at http://servicedesk.demyst.com/.

The Global Service Desk shall proactively inform and report the status of all client-related incidents via email and communicate when Services are restored in line with the agreed-upon Operational Service Levels. [Section 1.3]

Global Service Desk coverage is for Client Authorized Personnel only – Client shall provide Demyst with a list of Client Authorized Personnel that can report incidents and have access to service status and history. Client Authorized Personnel will receive a Portal account and will need to authenticate via the Portal before they are allowed to engage with the service desk.

Support requests sent by clients via email will be addressed on a best-effort basis, as defined below.

Client shall provide a list of designated personnel that shall receive overall communications regarding Demyst services (incident status, outage notifications, scheduled maintenance notifications, etc.) in addition to the list of Client Authorized Personnel that can engage with Demyst's Global Service Desk via our Portal.

1.3. Service Level Agreements

By default, all Demyst Services made available to clients are subject to these Service Level Agreements ("**SLAs**").

If a Service Level is not explicitly defined below, then the Service Level Target is assumed to be at "**Best Effort Basis**". "Best Effort Basis" means that Demyst will attempt to address the incidents within 2 weeks. Furthermore, all Service Requests do not have an SLA target.

Severity*	Metric**	Target
N/A	Availability	99.9%
Critical	Response Time	<=30 min
	Resolution Time	<=6 hrs
	Production Incident Report Time	<=5 business days
Urgent	Response Time	<=1 hrs
	Resolution Time	<=8 hrs
	Production Incident Report Time	<=5 business days
High	Response Time	<=1 hr
	Resolution Time	<=24 hrs
	Production Incident Report Time	<=10 business days
Normal	Response Time	<=2 hr
	Resolution Time	Best Effort Basis
	Production Incident Report Time	N/A
Low	Response Time	Best Effort Basis
	Resolution Time	N/A
	Production Incident Report Time	N/A

* As defined in the Severity Levels Definition section.
**As defined in the Service Level Metrics Definition section

1.4. Severity Levels Definition

Severity	Definition*
Critical	An **Essential** Demyst Service is **Down**
Urgent	An **Essential** Demyst Service is **Impaired**
High	A **Non-Essential** Demyst Service is **Down**
Normal	A **Non-Essential** Demyst Service is **Impaired**
Low	General **Question / Guidance**

*Definitions for Essential Demyst Services, Down and Impaired are provided in the <u>Demyst Services</u> section

1.5. Demyst Services

Demyst Service	Essential	Down Definition	Impaired Definition
Demyst - Customer Facing Portals	YES	The production web portal cannot be reached via public internet - Standard http requests via a web browser consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Customer Facing Portal Users)	A Customer Portal Feature does not work as explicitly described in the service specifications
Demyst - Staff Facing Portals	YES	The production web portal cannot be reached via public internet - Standard http requests via a web browser consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Employee Facing Portal Users)	A Banker Portal Feature does not work as explicitly described in the service specifications
Demyst Platform - Data APIs	YES	The production web service cannot be reached via public internet - Standard http requests issued programmatically (using a standard tool such as curl, postman or Demyst official CLIs, SDKs or Consoles) consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Data Access API users)	A Data Access API does not work as explicitly described in the service specifications including material changes to delivered data

Demyst Service	Essential	Down Definition	Impaired Definition
Demyst Platform - Asynchronous Data Workflows	YES	Asynchronous delivery of raw, enriched and computed data to customer storage, warehousing or other analytical customer systems is not producing any output over at least a 48-hour window	An Asynchronous Data Workflow does not work as explicitly described in the service specifications
Demyst Platform - Administration Consoles	NO	The production Administration Consoles cannot be reached via public internet - Standard HTTP requests via a web browser consistently returns a 5xx Error over at least a 10 min period of time (Impacting all Administration Console Users)	An Administration Console feature does not work as explicitly described in the service specifications

1.6. Service Level Metrics Definition

Metric	Definition
Reporting Time	Timestamp associated with an Incident when it was reported to Demyst via the Portal.
Response Time	Response Time is defined as the amount of continuous time elapsed from the time the issue was first reported (Reporting Time) to the time that the issue was assigned to a responder.
Resolution Time	Resolution Time is defined as the amount of continuous time elapsed from the time the issue was first reported (Reporting Time) to the time that service is restored to normal operating levels.
Best Effort Basis	Demyst will attempt to address the incident or request on a Best Effort Basis with a non-SLA target of 2 weeks (14 calendar days).
Total Downtime	Sum of Resolution Time for all **Critical** Incidents reported via Service Desk in a given month
Scheduled Maintenance Window	Demyst reserves two Scheduled Maintenance Windows per month to perform regular service maintenance. Each Scheduled Maintenance Window shall not lead to more than 4 hours of Service downtime. Demyst may perform maintenance on our services during every other Saturday from 8AM-5PM EST. Total downtime due to Scheduled Maintenance shall not exceed 8 hours per month.
Potential Service Availability (Hours)	Total Hours in Month – 8 hours of Scheduled Maintenance. Examples: JAN Potential Service Availability is 736 Hours (24hours*31days-8hours) FEB Potential Service Availability is 664 Hours (24hours*28days-8hours) SEP Potential Service Availability is 712 Hours (24hours*30days-8hours)
Actual Service Availability (Hours)	Potential Service Availability – Total Downtime (excluding Schedule Maintenance)
Availability (%)	Availability = (Actual Service Availability) / (Potential Service Availability) * 100
Production Incident Report Time (business days)	The time it takes to produce and make available to client, A Production Incident Report ("**PIR**") containing the root cause analysis for the incident measured from when the Incident was resolved to the time it was distributed to client.

1.7. Service Level Credits

Service Credits are calculated as a percentage of the total charges paid by you (excluding one-time payments) for the individual Included Service that is affected for the monthly billing cycle in which the Availability target for **Essential Demyst Services** was not met as defined in the Service Level Agreements section.

Service Level Credits apply to Availability(%) of **Essential Demyst Services** only. Availability(%) of Essential Demyst Services are impacted only by **Critical Incidents** (Essential Demyst Service is Down) as defined by Severity Levels Definition and Service Level Metrics Definition sections.

All other SLAs related to non Critical Incidents and Non-Essential Demyst Services or associated with Response, Resolution, and Production Incident Report times are explicitly excluded from Service Level Credits.

Monthly Availability (%)	Service Credit Percentage (%)
>=99.9	0
< 99.9 but >= 99.0	2
< 99.0 but >= 95.0	3
< 95.0	5

We will apply any Service Credits only against future payments for the applicable Included Service otherwise due from you. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar ($1 USD). Service Credits may not be transferred or applied to any other account.

1.8. Escalation Matrix

Clients should engage with our Global Service Desk as a single point of contact to report issues, request services, and receive information about service health.

Our Global Service Desk leverages internal escalation procedures to ensure that issues are resolved in accordance with the Service Level Agreements (SLAs).

Clients may also leverage Demyst's assigned Customer / Business Relationship Manager to discuss the overall relationship and escalate when appropriate and when responses from the Demyst Global Service Desk are not satisfactory to the Client.

The table and diagram below outline the escalation roles and paths.

Demyst Global SLA Escalation Roles:

Role	Contact info
Chief Executive Officer (CEO)	Mark Hookey mhookey@demystdata.com
Chief Operating Officer (COO)	Anna Bondarenko abondarenko@demystdata.com
Senior Vice President, Engineering	Harshad Bhatia hbhatia@demystdata.com
Vice President, Data Pipeline Solutions	Harshit Singh hsingh@demystdata.com
Director, Product	Theo Williams twilliams@demystdata.com
Director, IT Support Engineering	Ashkan Moftakhar amoftakhar@demystdata.com
Client Business Relationship Manager (BRM) / Customer Success Manager	Client specific - assigned during SOW execution

Demyst Global SLA escalation paths (Management and Incident):
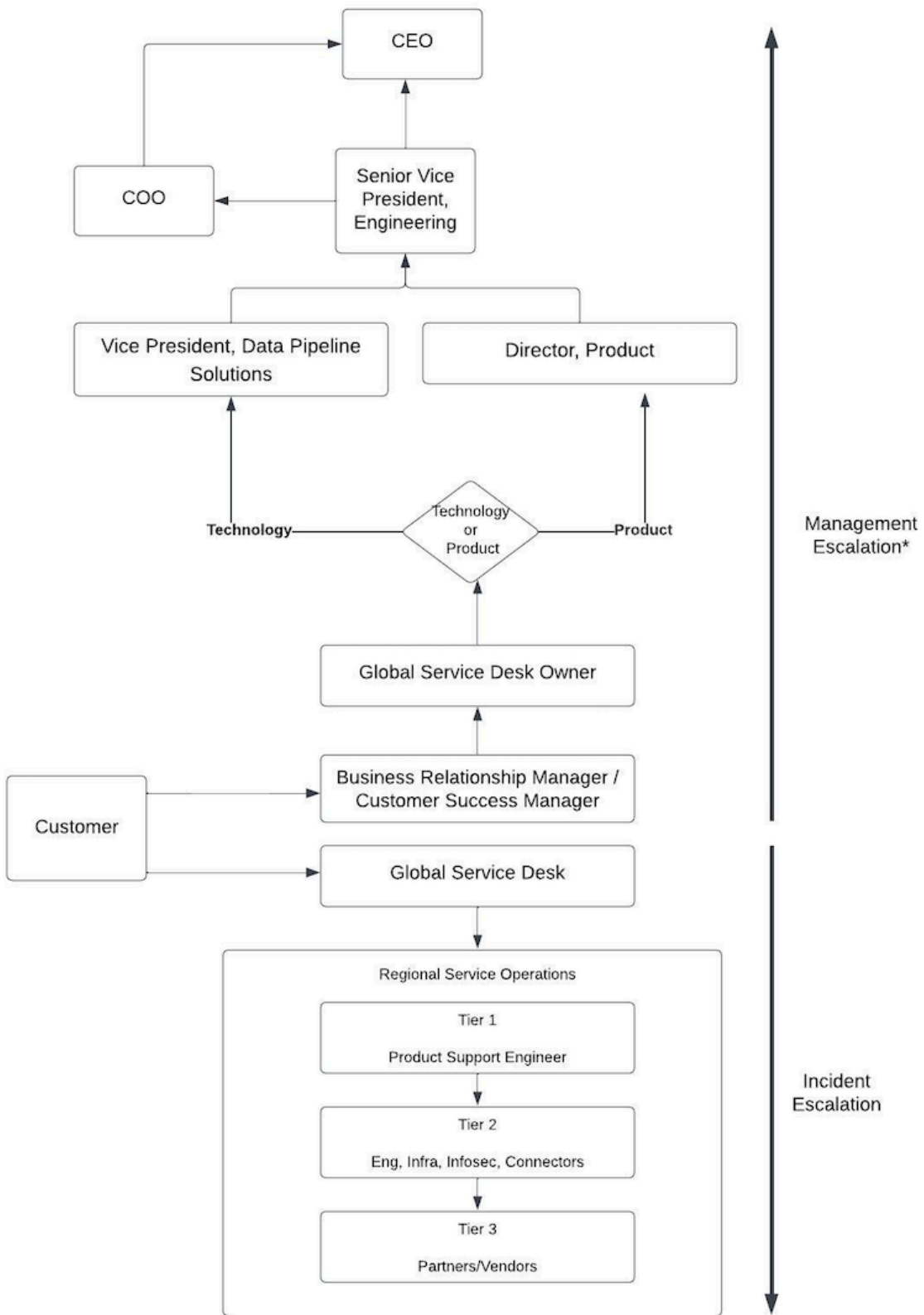
* Management Escalation:
- Platform, infrastructure, and security-related escalations go to the Senior Vice President, Engineering.
- Only escalations resulting in product and client site impact go to the Director of Product.
- Only escalations resulting in client deliverables, services, or any underlying operations should go to the COO.
- The highest level escalations should go to the CEO.