

mashme



SOFTWARE SLA

Software Support

SyncRTC Inc. and its subsidiaries (“SyncRTC” or the “Supplier”) will provide support for all software developed or provided (“Software” or “SyncRTC platform”) to the customer (“Customer” or “Client”) as per the following (SLA) Service Level Agreement, that will be applicable to the contracted Products and Services and that will be applicable in case of non-compliance.

1 - Definitions

“Partner” refers to the commercial entity that supports the project, both in its implementation phase and the subsequent maintenance, through a collaboration agreement with SyncRTC.

“Event” means any incident that prevents the normal operation of the contracted Software, understanding as “normal operation” the reasonable expectation of use of such Software in accordance with the practice and average market standards. A list of Events, as an example and not limited to, will be included in the corresponding main agreement (i.e. Agreement for the provision of mashme.io Room of the Future) and/or in the present document.

“Downtime” means the time in which the SyncRTC platform is not capable of being accessed or activated by the Customer, as monitored by the Service Provider, and that will start once SyncRTC is informed by the Customer of the Event. The following are not counted as Downtime:

1. Planned downtime (with reasonable advance notice - typically at least 12 hours; however the Supplier reserves the right to provide shorter notice in the event of emergency maintenance, and to extend where practical, to take place during weekend hours); accordingly, any planned downtime will not be considered a breach of the agreement nor included in any measure indicators.
2. Factors outside of the Supplier’s reasonable control, including, among other and not limited to, any Force Majeure Event, act of God, electricity cuts or surges causing power to fail or be unavailable to the screens or other hardware necessary in order to run the Software;
3. Non-availability of internet access, or other problems beyond the demarcation point of the Supplier’s network;
4. Any actions or inactions of the Client or any third party;
5. Any default or delay, or any negligent, wilful or reckless act, fault or omission by the Client or any end user;
6. Any failure to follow and/or comply with any training or reasonable written instructions given by the Supplier (regarding the Services);
7. The use of the Services by the Client or any end user for a purpose for which it was not designed



- or specified for;
- 8. The diagnosis and correction of any fault in equipment for which the Supplier does not provide Support Services;
- 9. The equipment, software or other technology of the Client or any third party (other than third party equipment within the Supplier's direct control).

“Yearly Uptime Percentage” means the Total Number of Minutes in a calendar year minus the number of minutes of Downtime suffered in a calendar year, divided by the Total Number of Minutes in a calendar year.

2 - SLA standards

SyncRTC will use commercially reasonable efforts to make the Services available with a yearly uptime percentage of at least 96% during any given year.

Any unavailability should be notified to SyncRTC as soon as the client is aware and, in any case, in a period no longer than twenty four (24) hours since that moment (period that will not be considered downtime), so that it may be addressed as soon as possible.

In the eventuality that SyncRTC is not able to keep the agreed yearly uptime percentage the Client can ask for service credits calculated as a percentage of the yearly “Support & Maintenance” charges paid by the Client, in accordance with the schedule below:

Yearly uptime % (indicative parameters)	Service credit
96-100%	0%
90-96%	10%
less than 90%	25%

The Service Credit shall be credited in accordance with the invoicing and administrative procedures determined by mashme.io in its reasonable discretion. Platform availability can be monitored in the status page <https://status.mashme.io>

3 - Technical support

Tier 2/3 technical support will be available through mashme.io for the entire period of the Agreement, inclusive of troubleshooting, guidance, best practice and escalation. mashme.io tier 2 support is powered by the “Freshdesk” ticketing system. The account “support@syncrtc.com” is a gateway to this ticketing system and portal.

Any email sent will open (or continue the discussion on) a support case. Once created support cases are assigned not only an email chain but also a permanent url on the mashme.io Freshdesk panel where clients (or in the case of Tier 2 partners) can access and see all support cases and its resolution status. The ticketing system also sends email notifications when any change is made in the support case by mashme.io support or technical personnel.

In the event of a potential issue the Partner as the official mashme.io partner is first point of contact as follows:

The Partner is able to determine if the root cause of a problem is:

- user issue



- hardware issue
- in the case of points 1 and 2 are not the root cause, then the Partner will escalate to mashme.io.

mashme.io Service Level (software only)

- Email and Support contact support@syncrtc.com for notification of incidents response during office hours: 09:00 - 17:00 h
- Out Of Hours Support, available upon request
- Response time dependent upon criticality: See Section 6 - Events criticality classification
- Service Help Desk for diagnosis and evaluation of the incident
- Specialised technical remote assistance
- Generation of a report to document each case to resolution for Critical and High level incidents only
- Normal and Low level incidents cases can be monitored via email and web:

<https://help.mashme.io/support/tickets>

Hardware Issues

- Hardware issues should be communicated to the Partner
- Technical support for hardware will be provided by the Partner
- All hardware issue notifications should also inform mashme.io via email: support@syncrtc.com
- In case of faults or damage caused by misuse, deliberate damage or theft etc, the Customer will be responsible for equipment replacement.

Evolutionary Maintenance

- The Partner will inform the client of the latest developments and possible improvements to be implemented in the audiovisual installations.
- Upon request of the client, the partner will submit detailed budgets on said requests.

4 - General considerations and exclusions

The following considerations regarding the Software will be applicable:

- Events whose breach is not directly or indirectly attributable to SyncRTC will not penalize SyncRTC.
- The Customer and SyncRTC will agree on a governance model to deal with possible discrepancies in the measurement of deviations and in the application of penalties.
- The Customer and SyncRTC will agree on the creation a Follow-up Committee composed of one representative from the Customer and one from SyncRTC, which will maintain regular physical or virtual meetings on a bimonthly basis, in which they will evaluate any possible dispute and look for a peaceful method of resolution.
- An Event can only be considered as one single incident at any one time.
- System or application shutdowns may be made for special maintenance, scheduled to least impact the service, provided that the benefit to the client is greater than its loss of availability. These stops will be communicated at least twenty-four (24) hours in advance to confirm any scheduled shutdown, with the exception of an extraordinary/critical event, and will not penalize the availability of the system.
- In the measurement of resolution times there is the possibility of “stop the watch”, answering this concept to the time elapsed between SyncRTC answering to the incident / query / request, demanding an action whose execution depends on the Customer or a third party, and that the Customer offers an answer that allows the resolution to continue. The “stop the watch” elapsed time will not compute as downtime.



5 - Grace period

SyncRTC will have a period of grace established in 30 days from the signed acceptance of the handover document. During this period, measurements of Events under this SLA will be made taking into account that its operation and correct functioning may be still adapting to any possible requirements of the Customer and that they may require a possible readjustment of the service level, without a penalty to SyncRTC nor this period being considered downtime.

6 - Events criticality classification

PRIORITY	DESCRIPTION	TARGET RESPONSE	TARGET RESOLUTION OR WORKAROUND
Critical	<ul style="list-style-type: none">- It causes interruption or dysfunction in the services and / or processes that result in a complete inoperability of the system or a module or main functionality of the system in the production environments.- The Event prevents the functionality or operation of the critical service and there are no alternative means to carry out the activity.- Incidents that affect critical services and / or that prevent the normal operation of an application for a relevant number of users (more than 50% users of the operation).- Non-resolution represents a security risk or impacts the business continuity of the Customer and / or third parties or breach by the Customer with regulatory bodies	Within 1 hour since SyncRTC is informed	Within 4 hours since SyncRTC is informed
High	Partial loss of service: the platform does not work for everyone (more than 50% of the users) all the time and there are not alternative means to carry out the activity.	Within 4 hours since SyncRTC is informed	Within 8 hours since SyncRTC is informed
Normal	Intermittent loss of service: the platform does not work for everyone (less than 50% of the users) from time to time, but there are alternative means to carry out the activity.	Within 8 hours since SyncRTC is informed	Within 72 hours since SyncRTC is informed
Low	<ul style="list-style-type: none">- Information and/or request for change- Event that does not affect functionality of the services and/or affecting less than 10% of the users.	Within 2 days since SyncRTC is informed	Once the fix target build has been defined, it will be communicated to the customer.

Events not solved within the aforementioned periods will give rise to the penalties and/or consequences described within the corresponding main agreement between SyncRTC and the Customer.



7 - Events of a specific nature

Possible Events that may take place according to this SLA are included herein:

- The mashme.io system does not start when activated using the procedures defined by the SyncRTC team.
- The Customer experiences difficulties related to the configuration of the software provided by SynRTC that make the service temporarily unavailable.
- The Customer experiences difficulties related to the software platform that make the service temporarily unavailable.

8 - Cloud Platform Details

mashme.io relies on Google Cloud Platform PaaS (GCP) services to offer an education orientated video collaboration platform to our customers. The following information explains the different technologies used on top of the cloud platform to deliver the services, involving different layers of control, automation, load-balancing, health check and scaling.

All the services are deployed using Kubernetes to manage Docker containers except the relay services that use Virtual Machines (VM) directly. Using Kubernetes and Docker allows mashme.io to standardize the development and deployment process allowing more control to apply automated testing and tracking to the process.

The video collaboration platform is split into different services:

- Web stack technologies, a combination of different components on top of Kubernetes, the components include REST Web services, HTML, CSS, Javascript, images and WebSocket services.
- WebRTC technologies include a Websocket service and the SFU (Selective Forwarding Unit)/MCU (Multipoint Conferencing Unit) services to manage audio and video, also managed by Kubernetes on different clusters.
- Relay services, service that is used as a fallback mechanism to allow users with restricted network access to connect and use the service.

The use of GCP allows mashme.io to apply different layers of health checks combining the use of VM, managed by the cloud services, and Kubernetes, that control the availability of the services and manages the traffic in combination with the load-balancers for high availability.

With all the controls applied on the VM and the services, the platform manages automatically the updates, deployment, or recovery, based on the different metrics from the services and VMs taken every 15 seconds, allowing the platform to adapt to specific needs or recover from a VM failure without affecting the service.

The relay services are deployed on multiple regions of GCP and use a global IP address that routes the traffic to the closest VM to have the lowest latency. All the VMs have multiple replicas with autoscaling and automated recovery based on usage and health check metrics.



For the storage needs, mashme.io uses the storage PaaS service from GCP based on object storage buckets, each bucket is used to accomplish two different tasks:

- Geographical redundancy of the information, the buckets used by mashme.io are created as multi-region storage on Europe, that system replicates the information on four different locations on the GCP regions on Europe:
 - europe-north1 Finland
 - europe-west1 Belgium
 - europe-west3 Frankfurt
 - europe-west4 Netherlands
- CDN content delivery, each time a user is accessing a resource or content stored on mashme.io it is delivered using a CDN that ensures to have the best performance.