1. DEFINITIONS

Please note that, unless we define a term in this Service Level Agreement, all capitalized terms used in this Service Level Agreement have the same meaning as in our Terms of Use. So, please make sure that you have read and understand our General Terms and Conditions.

2. SCOPE

1. This Service Level Agreement (hereinafter: SLA) is inherently subject to the General Terms and Conditions governing any Agreement concluded between CMNTY and CLIENT.

2. This SLA defines the service levels for maintenance and Support for the Services provided to the CLIENT by CMNTY, including provision of services, application administration, Support, system administration, network administration and data backup and retention.

3. The fees CLIENT pays for the provision of Services under the Agreement include the maintenance and Support described in this SLA.

4. Support is effective upon the effective date specified in the Agreement and ends upon the expiration or termination of the Agreement.

5. CMNTY is not obliged to provide Support after the expiration or termination of the Agreement.

6. This SLA expressly excludes the following:
   - Installation, configuration and technical support for CLIENT’s equipment or operating systems.
   - Technical support, consultation or problem resolution pertaining to software applications other than those supplied by CMNTY and described in this Agreement including that of Amazon AWS.
   - Resolution of problems resulting from negligence of Users or End-Users of the Services, including specifically the incorrect data entry; the negligent loss of data; errors of access due to negligent handling of authentication credentials; and errors caused due to alterations of code.
   - use of the Services on an operating environment that does not meet the minimum system requirements (see below). Should the CLIENT require that CMNTY provides services pertaining to any of the above mentioned exclusions, CLIENT hereby agrees to pay CMNTY for such services according to the rates in effect applied by CMNTY to such services, prorated hourly.
   - Training SESSIONS.

7. This SLA is expressly valid for the term of the Agreement concluded between CMNTY and CLIENT.
3. SLA TIERS

CMNTY identifies three SLA tiers. The SLA tiers that applies to the Services used by CLIENT is mentioned in the Agreement. If it is not mentioned in the Agreement then the following rules apply:

- Premium and Enterprise plan: Diamond
- Professional, Professional Growth, Regular and Plus plan: Gold
- Personal, Personal Growth, Starter and all other: Silver

<table>
<thead>
<tr>
<th></th>
<th>SILVER</th>
<th>GOLD</th>
<th>DIAMOND</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support Type</strong></td>
<td>Support Desk</td>
<td>Support Desk</td>
<td>Dedicated Success Manager</td>
</tr>
<tr>
<td><strong>Support Response Time</strong></td>
<td>48 Hours</td>
<td>24 Hours</td>
<td>8 Hours</td>
</tr>
<tr>
<td><strong>Support Hours</strong></td>
<td>Business Hours EST &amp; CET</td>
<td>Business Hours EST &amp; CET</td>
<td>Business Hours EST &amp; CET</td>
</tr>
<tr>
<td><strong>Support Communication</strong></td>
<td>Email / Live Chat</td>
<td>Email / Live Chat</td>
<td>Phone / Email / Live Chat</td>
</tr>
<tr>
<td><strong>Server Uptime Guarantee</strong></td>
<td>99,80%</td>
<td>99,90%</td>
<td>99,95%</td>
</tr>
<tr>
<td><strong>Backups</strong></td>
<td>Weekly</td>
<td>Weekly</td>
<td>Daily</td>
</tr>
<tr>
<td><strong>Maximum Data Recovery</strong></td>
<td>1 Week</td>
<td>1 Month</td>
<td>1 Month</td>
</tr>
</tbody>
</table>

* Response times in calendar hours for non-incidents. For incidents see paragraph 6.

4. TECHNICAL CONTACTS

1. CLIENT will appoint Technical Contacts that will act as the liaison between CLIENT and CMNTY for submission of Support requests, reporting of problems and other matters possibly relating to Support. Technical Contacts will be expected to be knowledgeable about the Services.
2. Technical Contacts will be expected to possess an ability to reproduce or describe in an informative manner any problems to be reported to CMNTY.
3. Before submitting a Support request to CMNTY, Technical Contacts will be expected to use any supporting tools provided by CMNTY, such as online documentation of the Services and/or any other materials provided by CMNTY to CLIENT upon delivery of Services.
4. CMNTY reserves the right to review Support requests submitted by the Technical Contacts and may recommend software training to help avoid Support requests that would be prevented by such training. If CLIENT wishes not to follow training, support hours will be charged and invoiced in accordance with General Terms and Conditions.

5. SUPPORT

1. CMNTY will use reasonable efforts to provide rapid and effective Support to CLIENT during its Standard Business Hours.
2. CLIENT will be required to establish and maintain organization and provision of first line Support directly to its Users. Such first line Support shall include, but not be limited to:
- direct response to (end) Users with respect to inquiries concerning the performance, functionality or operation of the Services;
- direct response to (end) Users with respect to problems or issues with the Services.
- diagnosis of problems or issues of the Services and, whenever possible, resolution of such problems or issues.

3. If after reasonable efforts CLIENT is unable to diagnose or resolve the problems or issues of the Software, CLIENT may contact CMNTY for second line Support which will consist of:
   - diagnosis of problems or issues with Services;
   - reasonable efforts to resolve reported verifiable errors in the Software to grant performance of Services compatible with the documentation.

4. Support that falls beyond the provision of Services, such as consulting on matters of community, content or project management, shall be provided upon CLIENT’s request as a paid service, prorated hourly and invoiced separately from the fees paid by CLIENT for the provision of Services.

6. AVAILIBILITY AND DOWNTIME

1. CMNTY uses reasonable efforts to maintain uptime of the Services following the percentages mentioned in the SLA tiers mentioned in paragraph 3. Scheduled downtime is not included in the calculation of uptime.

2. CMNTY reserves the right to temporarily take down the Services in order to conduct routine maintenance with a possible effect to the Services.

3. In case of expected downtime, CMNTY will inform CLIENT about planned security and server maintenance at least 5 business days in advance.

4. CMNTY reserves the right to temporarily take down the Services, without prior announcement, in order to conduct emergency maintenance with a possible effect to the Services if CMNTY thinks the performance or security of the Services are at jeopardy.

7. BACKUPS

1. All CLIENT data will be backed up daily, weekly or monthly depending on the SLA tier.

2. CMNTY uses secure Amazon AWS S3 storage for backups.

8. PRIORITIZATION AND RESPONSE TO INCIDENTS

1. Primary coverage of problem correction will be Standard Business Hours of CMNTY.

2. Incidents or questions that cannot be solved immediately shall be prioritized as follows:

<table>
<thead>
<tr>
<th>Priority 1 (P1)</th>
<th>Software no longer functions or its functionality is so much reduced it can no longer function; no workarounds are possible (e.g. unexpected downtime).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 2 (P2)</td>
<td>Software partially stops functioning; remaining extent of functionality allows to reasonably continue (e.g. a core feature crash)</td>
</tr>
<tr>
<td>Priority 3 (P3)</td>
<td>Certain elements of software stop functioning as intended, while remaining extent of functionality allows to continue (e.g. design breakage; elements of modules; loss of backedup data)</td>
</tr>
</tbody>
</table>

3. The table below lists the associated levels for Services. CMNTY may request additional information from CLIENT, in which case the provided response times will also depend heavily on the reaction of the CLIENT.
|---------|-----------|------------------------------------------------------------------------------|-----------------------------------|------------------------------------------|------------------|
| 1. Intake | Initial response | CMNTY's first response to incident reported, along with request for further information. | P1: 2 hrs  
P2: 4 hrs  
P3: 8 hrs | P1: 8 hrs  
P2: 16 hrs  
P3: 24 hrs | 90% |
| 2. Feedback | Information time | Information about impact analysis, provision of alternative solution and an estimation of time required for solution. | P1: 4 hrs  
P2: 6 hrs  
P3: 8 hrs | P1: 24 hrs  
P2: 48 hrs  
P3: 96 hrs | 90% |
| 3. Solution | Solution | Implementation of solution and information of the CLIENT. | P1: 6 hrs  
P2: 16 hrs  
P3: 24 hrs | P1: 24 hrs  
P2: 48 hrs  
P3: 96 hrs | 90% |

[1] Time between notification of the incident and initial response; P1 incidents are measured in calendar hours, P2 and P3 in business hours.

[2] Aimed percentage at reasonable efforts by CMNTY on a monthly basis.

4. In a case of Priority 1 incident, CLIENT is advised to contact CMNTY by phone. Should the solution of the incident not be possible within the estimated timeframe, CMNTY will commit to update the CLIENT every 2 hours by phone or email or status page until the error has been cured. In case necessary, CMNTY may instruct a third party to assist in correction of the incident, the costs of which will be borne by CMNTY.

5. In light of the above the Recovery Time Objective (RTO) is 12 hours and the Recovery Point Objective is 24 hours.
9. SYSTEM REQUIREMENTS

1. CMNTY grants the above mentioned levels for Services on the condition that CLIENT meets the following minimum requirements:
   - Hardware: any computer with 2GB of RAM, a single core 2GHz CPU and a screen resolution of at least 1024x768 pixels.
   - Operating system: clean installations of Linux, OS X 10.9+, Windows 7+, Android 4+ and iOS 7+
   - Browsers: Chrome, Mozilla Firefox, Opera or Safari in a version no older than 6 months prior to date of latest platform update; Internet Explorer 11 and Edge 25 or newer from date of this SLA.
2. CLIENT consents and acknowledges that prior to upgrading third party software, CLIENT is solely responsible to verify and insure that such third party software is compatible with their current or future versions of Services, especially when upgrades concern new versions of operating systems. With regards to the latter, CMNTY maintains a 3% failure margin.