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AU10TIX

SUPPORT SERVICES

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Revision History

Revision Number	Description	Revision Date
1.0	Update SLA+ Adding DC	Nov 2021
2.0	Update SLA	June 2022
3.0	Update SLA	January 2023
4.0	Updates	July 2023

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Support Hours

Authentix provides 24/7 response via IT/Help Desk (Tier 0). The team will analyze the incident and may activate higher support tiers where required.

At nights and weekends (ISR time), higher tiers will be activated when service is unavailable or there is a fault of the Services which causes > 20% of the requests to result in Customers' end-users being left unable to verify themselves.

Incident/Fault Report

Incidents/faults (“**Support Cases**”) are to be reported via Salesforce Community Portal. The reporter should provide all relevant information that will allow AU10TIX to:

- Reproduce it (for example; steps, screen shots and examples)
- Investigate (for example, log files, if any)
- Evaluate the impact of such a case on the customer business (statistics or sampling).

In case the reporter does not yet have access to the Community Portal, they should ask for access or instructions via the following channels:

AU10TIX Mail Support: Support.Tickets@au10tix.com

AU10TIX website: <https://www.au10tix.com/support/>

Classification of Customer Support Cases

Severity Levels

Customer Support Cases will be classified according to one of the following four severity levels.

Severity Level	Type of issue	Description
Severity 1 - Critical:	Service availability	Service is unavailable or there is any fault of the Services which causes > 20% of the requests to result in the Customers' end-users being left unable to verify themselves.
Severity 2 - High:	Service Availability	Fault of the Services which causes up to 20% of the requests to result in end-users being left unable to verify themselves.
Severity 3 - Medium:	Service Availability Results related issues	Fault of the Services with medium or low impact wrong results that severely impact the Customer's business.
Severity 4 - Low	Inquiries Change requests Results inquiries	Inquiries or a request to change or enhance AU10TIX functionalities to better support the customer business.

Note: To properly evaluate the case severity, a Customer should indicate and explain the severity of the issue for their business in each case report.

Support Cases: Response Times and Target resolution

The table below defines the times within which AU10TIX shall respond to support cases.

Response time: The time between reporting the case and the initial response from AU10TIX Help Desk indicating evaluation of the case has started.

Resolution Plan: A plan how to resolve the issue based on the analysis done after the initial response is provided. For the avoidance of doubt, AU10TIX shall use continuous best efforts to remediate Critical cases, to recover the service.

Case Severity	Response Time	Resolution Plan Within
Severity 1 – Critical	1 hour (24/7)	12 hours (24/7)
Severity 2	1 business hour	5 business days
Severity 3	1 business hour	10 business days
Severity 4	4 business hours	Best Effort

Escalation Procedure

In the event that the Customer does not get a satisfactory level of service for a specific problem, it can be escalated to the Support VP (Gil.Bodov@Au10tix.com)

Maintenance Software Updates

AU10TIX delivers software updates on a periodic basis. Such updates contains new features, bug fixes, additional supported ID documents, new forgery checks and other improvements.

The release is first deployed into a “pre-production” environment to allow Customers to test it in advance and indicate any fault it might face before go-live. Reporting such faults will be taken into consideration in the decision to deploy the release to production.

Up Time Agreement

1. Definitions

“**Downtime**” means any time during which the IDV service (not including Console) is unavailable, other than a Scheduled Downtime or an Excluded Downtime.

“**Downtime Period**” means a period of one or more consecutive minutes of Downtime. Intermittent Downtime for a period of less than one minute will not count towards any Downtime Periods.

“**Monthly Uptime Percentage**” means the total number of minutes in the month minus the number of minutes of Downtime suffered from all Downtime Periods in the calendar month, divided by the total number of minutes in the calendar month.

“**Scheduled Downtime**” times AU10TIX may schedule by providing notification to Customer at least three (UK) business days in advance. This notification will be provided via email to the Customer’s designated representatives. There will be no more than twelve (12) hours of Additional Scheduled Downtime per calendar year. Scheduled Downtime is not considered Downtime for the purposes of this Service Level Agreement and will not be counted towards any Downtime Periods.

“**Excluded Downtime**” means any downtime caused by factors outside of Au10tix’s reasonable control, including any force majeure event, internet services available outside of Au10tix’s platform, any downtime resulting from outages of third-party connections or utilities, and actions or inactions of the Customer. Excluded Downtime is not considered Downtime for the purposes of this Service Level Agreement and will not be counted towards any Downtime Periods.

“**Services**” means each of the Services provided to Customer under the applicable Order Form or Agreement between Customer and Au10tix.

2. AU10TIX SaaS solutions are provided over a Microsoft Azure platform. Microsoft SLA documents are downloadable at <http://azure.microsoft.com/en-us/support/legal/sla/>.

3. On a monthly calendar basis, AU10TIX guarantees at least 99.95% availability of the Services and guarantees that at least 99.95% of the time, AU10TIX will successfully process requests to read data from Read Access-Geo Redundant Azure Storage (RA-GRS) Accounts, provided that failed attempts to read data from the primary region are retried on the secondary region.

Services Response Times

1. Definitions:

1.1 **Exception Management.** AU10TIX Exception Management Services are performed in a designated call center by manual verification specialists working in integration with AU10TIX proprietary IDV solution to enhance operational efficiency, accuracy, and regulatory compliance. (“**Exception Management**”)

1.2 **IDV.** AU10TIX Identity Document Verification is a fully automated and scalable document verification solution.

2. Response time

2.1 **Exception Management** - The service shall be available on a 24/7 basis. SLA for the DCV API Calls will include a response time of up to 5 (five) minutes per API Call for a Good Quality Image ("SLA Requirement") provided such number shall not exceed 10% of the Minimum Commitment API Calls (as defined in the Service Order) ("SLA Cap"). Once the API Calls exceed the SLA Cap, AU10TIX shall use reasonable commercial efforts to process any API Calls for DCV services within the above SLA Requirement.

2.2 **IDV-** AU10TIX shall ensure that the AU10TIX IDV service verification of a Good quality image will be up to 8 sec.

3. Exception Management Ramp-Up and Projections

3.1 Projections: as the Exception Management services are partly performed by manual specialists, Customer cooperation in providing accurate projections for the anticipated traffic for Exception Management is required to ensure the above-mentioned KPI commitments. By default, AU10TIX shall project the daily traffic of anticipated Exception Management requests by applying a simple daily average to 10% of your Minimum Commitment as outlined in your commercial agreement

("Daily Projection"). Customers may, and are encouraged to, provide quarterly traffic projections of their own based on their specific preferences and business logic.

- 3.2 Non-standard traffic: in the event that, on a given day, the amount of Exception Management requests exceeds the Daily Projection by 25% or more, then the above-mentioned KPI shall not apply, and the Customer shall contact their AU10TIX CSM to prioritize and mutually agree on the target time to respond to any such excess.

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