



i-Vu Cloud Service Level Agreement

Best Effort Availability

Carrier will make a best effort attempt to maximize Software uptime. Carrier does not guarantee availability but will attempt to maintain 100% availability with the exception of “exclusions” and “scheduled maintenance”.

Exclusions

Exclusions to availability include (a) use of the Service in a manner not authorized in the Agreement; (b) general Internet problems, force majeure events or other factors outside of Carrier’s reasonable control; (c) Customer’s equipment, Software, network connections or other infrastructure; (d) third party systems; or (e) Scheduled Maintenance or reasonable emergency maintenance.

Scheduled Maintenance

Carrier will notify the Customer at least forty eight (48) hours in advance of planned maintenance.

Definitions

“Agreement” - The contract between Carrier and the Customer to provide the i-Vu Cloud Software.

“Software” - The i-Vu Cloud platform.

“Customer” - Licensee in full compliance with terms of the Agreement.

Updates

As i-Vu Cloud evolves, the Service Level Agreement will evolve and change with it. The most current version of the Service Level Agreement will be updated from time-to-time.

Support Guidelines

Submitting a Support Case

Customer(s) may report errors or abnormal behavior of the Software by opening a Support Case on the Dealer Portal, this will trigger the creation of a support ticket. All response times are based on EST; i-Vu Cloud Support 'business hours' are defined as Monday through Friday, between the hours of 9 A.M. and 6 P.M. EST, except for observed holidays. Requests received outside business hours will be handled within the timelines outlined below starting on the following business day. i-Vu Cloud Support provides issue resolution with respect to the Software for which Customer is in full compliance with the terms of the Agreement. i-Vu Cloud Support may also engage 3rd party (e.g. sensor provider, Software provider, etc.) support for issue resolution. Support requests must include (but are not limited to):

- a. Customer Name
- b. Contact Information
- c. Reproducible Steps
- d. Issue Description/# of Affected Users
- e. Browser Used
- f. Posting of the i-Vu About Page

Support Request Response

Customer will make a good faith effort to provide information and cooperate with i-Vu Cloud Support team. i-Vu Cloud Support may additionally request screen shots or relevant log files or data as part of issue inquiry and triage.

Once i-Vu Cloud Support has sufficient information a severity level will be assigned for each incident. I-Vu Cloud Support will provide an initial response in accordance with the below:

- Inquiry response provided within one business day of inquiry
- 70% of proposed solutions provided within 1 business day, 90% of proposed solutions provided within 30 days
- Overall Customer Satisfaction rating of 90% or greater

i-Vu Cloud Support may close support tickets if they are outside the scope of the support services or if multiple attempts to contact the Customer regarding a support issue have gone unanswered. If closed due to lack of response, Customer may request that ticket be reopened. During the support process, the issue's severity level may be upgraded or downgraded according to the severity level that most appropriately reflects the issue's current impact on the Software.

Definitions

"i-Vu Cloud Support" – Group within Carrier dedicated to the support of the i-Vu Cloud Software and end users.

"Initial Response Time" - The elapsed hours between a customer support request and the first follow up from a member of the i-Vu Cloud Support team.

Updates

As i-Vu Cloud evolves, the Support Guidelines will evolve and change with it. Customers can review the most current version of the Service Level Agreement at any time by visiting this page.