

Service Level Agreement (SLA)

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Gravity Software LLC. (Gravity) and Gravity End User(Client). for the delivery and maintenance of Gravity Software’s financial applications (Applications).

Gravity delivers is applications through an authorized partner network.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent support and maintenance of the Applications to Client through Partner.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Definitions

Issue: An issue will be defined by error in the code delivered by Gravity Software as part of the financial application know and Gravity Software. An issue will not include:

1. Errors or stoppages caused by the Microsoft Power Platform, internet service providers or other unrelated 3rd parties.
2. Errors in applications written by outside parties that are housed on the same platform whether they effect the Gravity application or not.
3. Errors introduced by 3rd party products such a browser, PDF applications or similar products that are not under the control of Gravity.

Gravity Software will use its best efforts to assist in issues that are not caused by the Gravity application.

Issue Type:

L1 – All Users are unable to process transactions in the Gravity Application due to an error in Application.

L2 – One User is unable to process transactions in the Gravity Application due to an error in Application or all users are unable to process one transaction in the application. No suitable work around is available.

L3 –The performance of processing of transactions in the Gravity Application has been reduced from the average performance in the application over the preceding 30 days.

L4 – The issue effects reporting and does not affect the processing of transactions.

L5 – The issue is cosmetic in nature and does not affect or stop the processing of transactions or the issue has a suitable workaround that does affect or stop the processing of transactions.

Business Day: A Business Day will be defined as Monday through Friday from 8AM to 8PM Eastern Standard Time.

Recognition Time Frame: time frame for 1st communication from support team.

Correction Time Frame: Time frame from which Gravity will deliver or indicate resolution steps needed. If additional time is needed Gravity will communicate immediately the issues with delivering the correction in the defined time frame and work to deliver the Partner and Client to provide suitable work around until final resolution is delivered.

4. Response Time

Issue Type	Recognition Time Frame	Correction Time Frame
L1	1 Business Day	1 Business Days
L2	1 Business Day	3 Business Days
L3	2 Business Days	3 Business Days
L4	2 Business Days	5 Business Days
L5	3 Business Days	30 Business Days

5. Delivery of Notification, Recognition and Resolution

Gravity may be working both through its Partner channel or directly with the Client, receiving and delivering notifications, issue recognition and corrections. Time frames will have been

deemed to start when Gravity is notified by Partner or Client directly and to be met when such correspondence or corrections are delivered to the respective partner. Gravity cannot be responsible for delay caused by other parties.

6. End User License Agreement (EULA)

The SLA is written in conjunction with Gravity's EULA. The SLA does not supersede any of the terms or conditions defined in Gravity's EULA. Where there is a conflict in language the EULA provisions will prevail.