

SUPPORT LEVEL AGREEMENT

This Support Level Agreement (the "**SLA**") sets forth the terms under which you (the "**Customer**") shall be entitled to receive support services from Safe-T Data A.R Ltd. or its Affiliates ("**Safe-T**") in respect to the software licenses purchased by the Customer from Safe-T.

1. DEFINITIONS

For the purposes of this SLA, the following terms will have the meaning set forth below:

Affiliate	means any company, corporation, partnership, or other entity, directly or indirectly, controlling, controlled by, or under common control with, such party where "control" is defined as having rights to more than 50% of the equity, ownership or voting rights for such entity. Safe-T may provide services or support and professional services through its Affiliates.
Calendar Month	means a period beginning in one calendar month and ending on the following calendar month on the day numerically corresponding to the day of the calendar month in which such period started, provided that if such period started on the last regular business day in a calendar month, or if there is no such numerically corresponding day, such period shall end on the last regular business day of the following calendar month.
Cloud Service	means Safe-T's proprietary cloud service (SAAP/PAAS) as defined in the PO.
Critical Error	<ul style="list-style-type: none"> • An Error causing the complete standstill of the Software and does not allow any use of the Software, and there is no alternative processing, fix or work around. • Downtime in core Cloud Services provided by Safe-T.
Downtime	means, a partial or a complete inaccessibility of services or Packet loss caused by Safe-T's cloud services according to the relevant service SLA.
Normal Business Hours	08:00-17:00, formal business days at the Customer's location
PO	The purchase order entered into by the parties for the purchase of licenses to Safe-T's software products and services, identified by name and version number and governed by the respective End User License Agreement provided by Safe-T.

Response	means a communication from Safe-T to the Customer contact who reported the case including for the purpose of gathering information to resolve the case.
Resolution	means a final or temporary solution provided by Safe-T to fix the case, including a fix that results in the decrease in the severity classification of the error.
Routine Error	All other Errors, which are not a Critical Error or a Serious Error.
Serious Error	<ul style="list-style-type: none"> • An Error that is not a Critical Error but materially affects at least 50% of users from using key functionalities of the Software, including receiving outputs, and no known workaround is currently available. • Downtime in any other service provided by Safe-T such as: management system, reports Etc. and/or partial downtime in core cloud services
Software	Safe-T's proprietary software/ product as defined in the PO.
Monthly Uptime Percentage	means the total number of minutes in a Calendar Month minus the number of minutes of Downtime Period suffered in a Calendar Month, divided by the total number of minutes in a Calendar Month.
MSSP Provider	MSP/MSSP independent cloud provider, (Private cloud / Public independent account)
Support Level 1	Support provided 5 business days a week during Normal Business Hours, without onsite support.
Support Level 2	Support provided 7 days a week, 24 hours a day.
Support Ticket	means a support request raised by Customer through the respective designated help desk, by email or phone, to fix an error.

2. SUPPORT SERVICES

(IN THE CASE OF MSSP PROVIDER – PLEASE REFER TO CLAUSE 5 BELOW)

- 2.1 Subject to continuous payment by Customer of the support fees, as defined in the PO, Safe-T shall provide the Customer, during the support period, as defined in the PO, certain support services, only with respect to the then official released version of the Software, including the interface between the Software and any third-party software provided therewith or otherwise supported by the Software or approved by Safe-T, as set forth in the documentation accompanying the Software ("**Supported Services**"), all in accordance with the table below.

The Customer shall notify Safe-T in writing in advance of any change or addition the Customer plans to make to the Software. If unapproved changes or modifications are made by the Customer or any third party, other than a third party authorized by Safe-T, Safe-T shall not be responsible for the operation, repair or support of the Software and shall not be responsible or liable for any loss, damage or impairment of service, due in whole or in part, to the failure of the Software, or any other Customer products or equipment, to work properly.

2.2 It is understood that under the terms of this Agreement, Safe-T is under no obligation to provide the Customer with Supported Services in connection with errors resulting from use other than in accordance with the Software documentation and/or Safe-T's End User License Agreement. At its discretion, Safe-T may, but is not required to, assist Customer in configuring its products or equipment and/or any modifications thereof, to utilize Safe-T's service.

2.3 Any assistance by advice or workmanship which Safe-T may provide to Customer with non-Safe-T products or equipment and/or modifications thereof, will be subject to prior agreement between Safe-T and Customer on separate handling fee to be charged by Safe-T for the additional cost and expenses incurred, which are not otherwise included in the Supported Services.

3. ERROR CORRECTION

3.1 In any matter requiring Support Services, the Customer shall initiate a Support Ticket which must include sufficient details to enable Safe-T to accurately diagnose and reproduce such error, including classification of said error as either "Critical", "Serious" or "Routine". Safe-T may determine, following examination of the report, that the reported error be reclassified and may provide a Resolution, as such term is defined in below table, in accordance with such updated classification.

3.2 The following table sets forth the expected response schedule at different stages of resolving a support case, based on the severity of the case. Safe-T shall use reasonable efforts to meet the response and resolution schedules set forth in the table below. Safe-T shall provide level 1 support services in accordance with the table below during Normal Business Hours. Safe-T shall provide level 2 support services in accordance with the table below on a 24/7 basis.

Case Classification	Initial Response Support Level 1¹	Initial Response Support Level 2	Resolution
"Critical"	<p>Within 4 hours.</p> <p>The time until initial response is in accordance with the Customer's designated support level.</p> <ul style="list-style-type: none"> If the Customer submits a Support Ticket during Normal Business Hours, then the time count until 	<p>Within 4 hours.</p> <p>The time until initial response, is responsive to the Customer's designated support level.</p> <p>The time until initial response, will commence from submission of the respective Support Ticket.</p>	<p>Ongoing assistance from Initial Response until a Resolution is sought in accordance with the respective support level.</p>

¹ by email or phone call, or both

	<p>initial response, will commence on the time the Support Ticket was submitted.</p> <ul style="list-style-type: none"> • If the Customer submits the Support Ticket outside Normal Business Hours, then the time count until initial response will commence on the following business day. 		
"Serious"	<p>Within 12 Hours.</p> <p>The time until initial response is in accordance with the Customer's designated support level .</p> <ul style="list-style-type: none"> • If the Customer submits a Support Ticket during Normal Business Hours, then the time count until initial response will commence on the time the Support Ticket was submitted. • If the Customer submits the Support Ticket outside of Normal Business Hours, then the time count until initial response will commence on the following business day. 	<p>Within 12 Hours.</p> <p>The time until initial response is in accordance with the Customer's designated support level.</p> <p>The time to initial response, will start counting from the time the ticket was opened.</p>	<p>Ongoing assistance from Initial Response until a Resolution is sought in accordance with the respective support level.</p>
"Routine"	<p>Within 48 Hours.</p> <ul style="list-style-type: none"> • If the Customer submits a Support Ticket 	<p>Within 48 Hours.</p> <p>If the Customer opens the ticket within Normal</p>	<p>Resolution to be included in one of the subsequent Updates</p>

	<p>during Normal Business Hours, then the time count until initial response will commence on the time the Support Ticket was submitted.</p> <ul style="list-style-type: none"> • If the Customer submits the Support Ticket outside Normal Business Hours, then the time count until initial response will commence on the the following business day. 	Business	
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4. Cloud Services (SAAS/PAAS)

- 4.1 For customers who have purchased a Cloud Service, Safe-T guarantees uptime of 99.9% in any given billing cycle.
- 4.2 If we do not achieve and maintain the Monthly Uptime Percentage set forth in Appendix A herein, Customer you may be eligible for a credit towards a portion of the monthly service fees in accordance with Appendix A herein.
- 4.3 If the agreement under which Safe-T has agreed to provide Cloud Service authorizes the resale or supply of Cloud Service under a Safe-T partner or reseller program, then all references to Customer in this SLA mean Partner or Reseller (as applicable), and any credit(s) will only apply for impacted Partner or Reseller order(s) under such agreement.

5. MSSP

- 5.1 In the case of independent MSSPs - sections 2 (Support Services) and 3 (Error Correction) shall apply.
- 5.2 MSSP will have sole responsibility for infrastructure related service level agreements (On-Premise / independent Cloud), Safe-T will provide support for software / product only.

6. CUSTOMER UNDERTAKING

In order to allow Safe-T to provide the Support Services, the Customer will appoint an available contact, to respond and resolve the issues arising herein. Such contact will provide assistance as necessary in connection with collecting information, testing, and implementing resolutions on the Software installed on the Customer's

equipment. If Safe-T cannot reproduce the case in its own controlled environment, access to the Customer's equipment may be necessary and the Customer undertakes to allow Safe-T's support team such access to the extent necessary. The Customer will be obligated to provide contacts of the same level of management and with similar authorizations as provided by Safe-T in connection with resolving the case, in order to ensure that the contacts involved have sufficient expertise, authorization and decisions-making power appropriate for the type of assistance and decisions-making necessary to resolve the case. Customer agrees and acknowledges that Safe-T will not be liable for any failure to provide the Support Services if such failure is caused by Customer's failure to meet its obligations herein.

7. SCHEDULED AND EMERGENCY MAINTENANCE

Scheduled maintenance means any maintenance that is performed during a scheduled maintenance window or in which Customer is notified at least five days in advance. Notice of scheduled maintenance will be provided to the Customer's authorized contact. Emergency maintenance means any non-scheduled, non-standard maintenance required by Safe-T. No statement in this SLA shall prevent Safe-T from conducting emergency maintenance if it is critically necessary for the integrity and security the services. During such emergency maintenance, Customer's contact will receive notification within 30 minutes of initialization of the emergency maintenance, and within 30 minutes of the completion of the emergency maintenance. Safe-T will be relieved of its obligations under the applicable SLAs during scheduled and emergency maintenance.

8. SUPPORT PERIOD

Safe-T shall provide the Support Services for the period set forth in the PO, and subject to full payment of applicable support service fees, as provided for in the PO and in accordance with the applicable End User License Agreement.

9. FORCE MAJEURE

Neither party shall in any event be held liable with respect to the other party or to others for losses or damages caused by non-performance, or a delay in the performance, of their obligations under this SLA, to the extent that the same resulted from circumstances amounting to force majeure, including, inter alia, strikes, riots, fires, epidemic, pandemic, quarantine, floods, war, terror attacks, hurricanes, earthquakes, windstorms, acts of God and acts of the state or of public authorities, or other causes beyond the reasonable control of the party affected thereby.

10. ADDITIONAL SERVICES

With respect to additional services not covered under the Support Services, the Customer may request from Safe-T such services on a per case basis, including but not limited to any level 3 on-site support. Safe-T shall review such request and determine whether it agrees to provide such services (either by itself or through a third party), at its discretion, as well as the applicable charges and fees for such additional services. If the parties shall agree on the provision of any such additional service, the provisions of this SLA shall apply thereto, mutatis mutandis, subject to specific agreements reached between the parties with respect to the required additional service.

Appendix A Cloud Service Credit

In order to receive any of the Credits described above, Customer must notify Safe-T's support within 30 days from the time Customer becomes eligible to receive a Credit. Customer must also provide Safe-T with server log files showing loss of external connectivity errors and the date and time those errors occurred. If Customer does not comply with these requirements, Customer will forfeit its right to receive a Credit.

Credit shall be based on the duration of the Failure that exceeds the downtime in accordance with the table below and calculated at the end of the then current billing cycle as a percentage of Customer's monthly fee for the effected service only.

"Failure" means: (i) The Cloud Service returns a server error response to a valid user request during two or more consecutive 90 second intervals, or (ii) data stored on Cloud becomes inaccessible. Unavailability (i) due to scheduled maintenance or (ii) as a result of or in connection with unapproved changes or modifications made by the Customer or any third party, are expressly excluded herefrom and will not contribute towards any credit calculations

Monthly Uptime Percentage	Credit Percentage of Monthly Bill
99.00% - < 99.90%	10%
95.00% - < 99.00%	25%
< 95.00%	100%

The total amount credited to a Customer in connection with any Failure in any calendar month will not exceed the monthly fees paid by Customer for such service. Credits will be made in the form of a monetary credit applied to future use of the Cloud Service and will be applied within 60 days after the Credit was requested.

If Customer pays the fees annually in advance, the credit due shall be calculated based on fees proportionated to based one month out of the annual period (i.e., 1/12), and the refund due to Customer shall be paid to Customer in one of the following methods: 1) Credit to be applied to the next applicable invoice for the annual fees, or 2) In the form of a check to be paid to Customer within thirty (30) days after request by Customer.

Except as otherwise expressly provided hereunder or in the SLA, the foregoing credit(s) shall be Customer's exclusive remedy for failure to meet or exceed the Cloud Service levels.