

Appendix 1 - Service Level Agreement and Support

Service Level Agreement (SLA)

Hosting Solution

Paperflow has outsourced its hosting to Google that fulfills the demands of ISO/IEC 27001, ISAE 3402/2 and C5.

Services covered

This SLA covers only those services provided by Paperflow to the Customer for purposes of Document Data Capture.

Paperflow provides a document processing service for Document Data Capture. This SLA contemplates only those above-named services and makes no guarantees or representations as to the provision or availability of any other service that may be provided by Paperflow as an ancillary benefit to its Customers.

Exclusions

This SLA is written in good faith. Paperflow will always do everything possible to rectify every issue in a timely manner.

However, there are exclusions. This SLA does not apply to:

- Any equipment, software, services, third party or otherwise, or any other parts of the System not listed above.
- Software, equipment or services not purchased via and managed by Paperflow.

Additionally, this SLA does not apply when:

- The integration towards the Paperflow API has not been formally signed off by Paperflows Onboarding Team.
- The problem has been caused by using software or service(s) in a way that is not recommended.
- The Customer has made unauthorized changes to the configuration or set up of affected software or services.
- The Customer has prevented Paperflow from performing required maintenance and update tasks.
- The issue has been caused by unsupported mobile devices, equipment, software or other services.
- The document file size exceeds 10 megabytes.
- The document dimensions must not be below 480x480 pixel, or above 5000x5000 pixel.
- Paperflow only captures data from invoices, credit notes and receipts.
- In case of a document of more than 10 pages, data will only be captured from the first 10 pages.
- In case of multiple documents within the same file, data will only be captured from the first document.

This SLA does not apply in circumstances that could be reasonably said to be beyond Paperflow's control. For instance: floods, war, acts of god, civil unrest and so on.

This SLA also does not apply if the Customer is in breach of its contract with Paperflow for any reason (e.g. late payment of fees, improper use, violation of terms, etc.).

Responsibilities

Paperflow responsibilities

Paperflow will provide and maintain the System used by the Customer.

Paperflow will make available the System through the Paperflow API and proprietary applications.

Paperflow has a guarantee of an average monthly API uptime percentage of 99,0% excl. planned outages. The system is monitored between 08:00 and 00:00 CET.

Paperflow has a maximum delivery time for AI scanned documents of 1 hour, measured from when the document is marked as received by the Paperflow API. The system is monitored between 08:00 and 22:00 CET.

- Paperflow guarantees 99,9% of all AI scanned documents are delivered within 1 hour.

Paperflow has a guarantee of maximum delivery time for validated documents of 24 hours, measured from when the document is marked as received by the Paperflow API. The system is monitored between 08:00 and 22:00 CET.

- Paperflow guarantees 99% correctness on validated documents, measured on individual fields.
- Paperflow guarantees 99,9% of all validated documents are delivered within 24 hours.

Additionally, Paperflow will:

- Ensure relevant software, services and equipment are available to the Customer where necessary.
- Respond to support requests within a reasonable timeframe.
- Take steps to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the Customer at all times.

Customer responsibilities

The Customer will use Paperflow-provided system as intended.

The Customer will insure, indemnify, and hold harmless Paperflow for any violations, real or alleged, of any laws or regulations, relating to the use of the System with the Customer's partners and end-customers.

The Customer will keep Paperflow updated on changes in volume of validated scan

Additionally, the Customer will:

- Notify Paperflow of issues or problems in a timely manner to support@paperflow.com
- Provide Paperflow with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Maintain good communication with Paperflow at all times

Security and Scalability

Security is a key principle at Paperflow where there are strict security policies, standards and procedures at all levels for hardware, software and system.

Update procedures

The update procedures are initially installed on a development server then tested on the staging server and ultimately deployed in production. Paperflow examines the user behavior every day by looking at the user accounts, download and ISP frequency etc.

The updates are as follows: Normal updates cycles are from 2 weeks to one month, urgent updates within 5 days and critical security updates are made within few hours.

Technical mechanisms for handling a security breach

To handle a security breach, user accounts (server accounts or end-users) can be immediately disabled or deleted by the maintenance team.

Breach prevention, detection and response plan

Paperflow network access is monitored by Google and all servers and installed software are continuously monitored to check for unusual activity or behavior.

Paperflow establishes conservative password policies and administers them across the systems to the customer organization. Paperflow assigns user authentication methods, preventing passwords that contain the user's name or require passwords that combine numbers and letters. Paperflow is always trying to restrict access to different levels of production facility to as few people as possible.

Support

The objective of Paperflow Customer Support is to:

- Support the partners regarding the maintenance and setup of the Paperflow API
- Support end users regards of the questions about the use of all Paperflow customer facing applications
- Create the best conditions for fast troubleshooting.

In the event of significant errors on the Platform it is important that the troubleshooting starts as soon as possible to ensure stability and uptime.

Requesting Support

All requests for Support from the Customer must be made via e-mail to our centralised support logging system via **support@paperflow.com**

The Customer must inform Paperflow of any Incidents as soon as it is practically possible. If there is a delay in informing Paperflow of obvious warning signs then the fault may grow and cause additional impact.

Upon receiving notification regarding an issue with the Customer's System, the issue will be logged as an Incident with an allocated Ticket number. The Ticket number along with details of the Incident will be notified to the Customer. The Supplier will use best endeavours to respond to all calls for service within the time specified.

In the event of the Customer wishing to query the progress of an Incident, the Customer must be able to state the specific Ticket number to enable Paperflow to identify the Incident in question.

Delivery of Support

Support will be delivered by Paperflow to the Customer in accordance with the Support Schedule. The Support Schedule will be stated in the Support Service Agreement.

Whilst working on Incidents, Consultants will keep a record of the time they spend and the actions taken. This information will be logged in the Paperflow Support Application under the specific Ticket number.

No guarantees or commitments will be given regarding the length of time required for resolving Incidents.

Availability of Support

Standard Working Hours.

Paperflow's standard working Hours for the provision of Support services are 09:00 - 17.00 CET, Monday to Friday (excluding Danish public holidays) unless expressly stated otherwise in the Agreement.

Out of Hours Periods.

Paperflow provides remote helpdesk Support during Out of Hours Periods which are the times beyond Paperflow standard working hours as outlined above, by pre-agreement only.

The full breadth and depth of Paperflow's technical skills and expertise will not be available during Out of Hours Periods. Consequently there may be instances when the on duty Consultant reaches the boundary of their experience causing Support to be suspended until other technical members of staff are available.

When other technical expertise and experience is required in relation to an Incident logged during an Out of Hours Period there is no guarantee that this will be available before the start of the next normal working day

When a Customer has an Incident that is being worked upon during normal business hours that remains unresolved at 5.00PM Support will not continue in the Out of Hours Period by default.

In order for Support, on an Incident that remains unresolved at 17:00 CET, to continue and be worked on beyond 17:00CET, the Customer will be required to specifically request an immediate Out of Hours task to be logged within the Incident in question.

The Customer can opt to pay for Support during Out of Hours Periods by:

Agreeing to pay for Out of Hours Support on a pay as you go basis at an agreed hourly rate stated in the Agreement.

All Out of Hours Support Incidents logged will be subject to a minimum billing period of 60 minutes, followed by subsequent billing periods of 60 minutes.

Process

- 1) New tickets show up in the main queue as unassigned. It will receive Priority *normal* unless an automated trigger was created. An automatic email will be sent to the end-user, informing them that request is received and is being reviewed by our support staff.
- 2) Support Agents can manage all the tickets by priority, creating queues which give better overview. Agent will add more information to the ticket to clarify - classification, labels and changes priority if necessary. He will also escalate a ticket to the next level if he is not able to resolve the issue.
- 3) Troubleshooting starts by the support personnel – if it can be solved. it will be solved and closed.
- 4) If ticket is regarding the Scanning API, the ticket will be escalated to the Development team that will solve the ticket, and re-assign it to Support. All tickets must be assigned a specific person.
- 5) If ticket is regarding the API/Back-end, the ticket will be escalated to Development team that will solve the ticket, and re-assign it to Support. All tickets must be assigned a specific person.
- 6) If ticket is regarding Business issues, the ticket will be escalated to Sales who will resolve the ticket and close it. All tickets must be assigned a specific person.

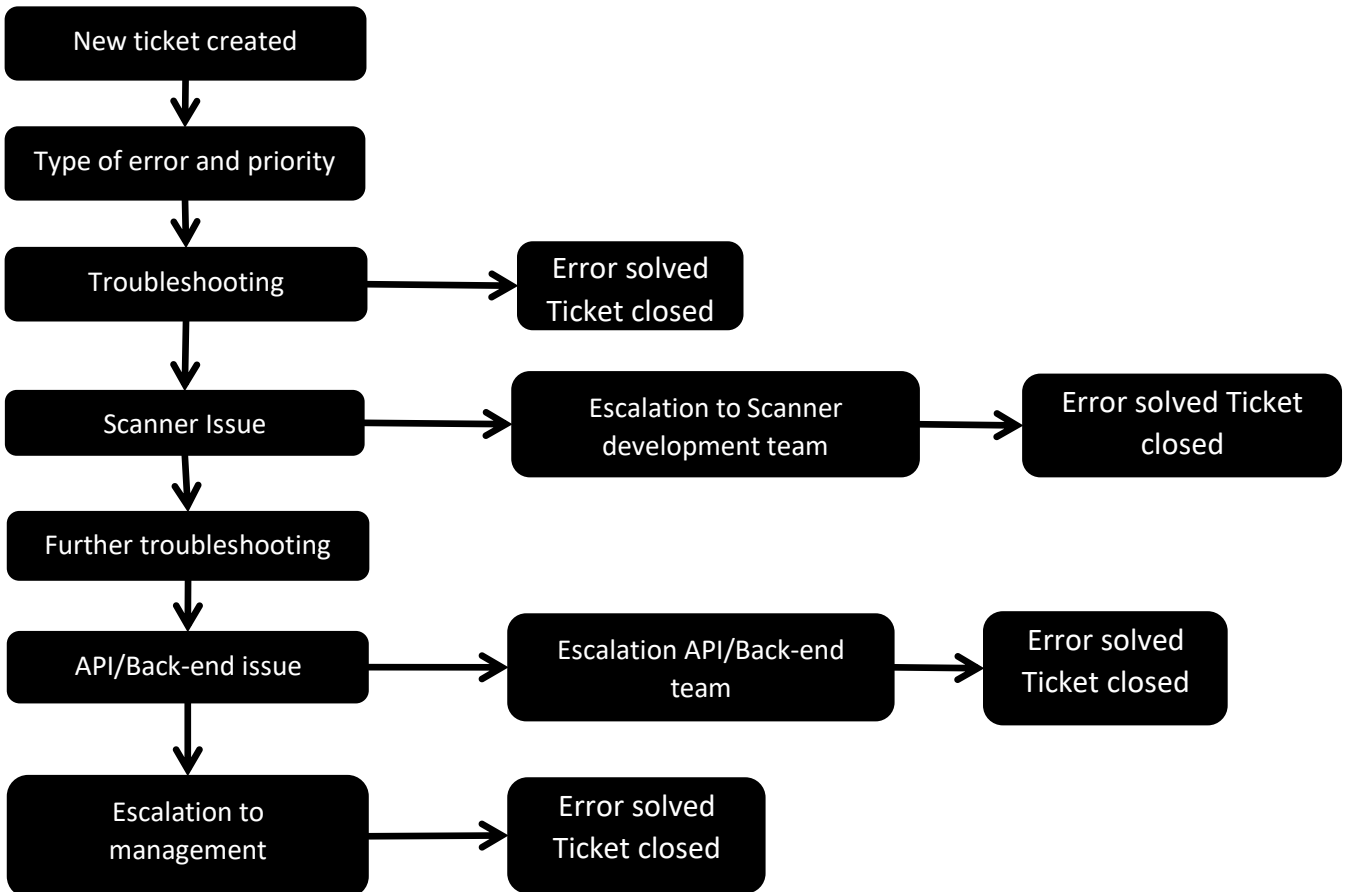
Prioritization

All tickets and support requests are assigned a priority according to the table below.

Priority	Definition
Urgent	The problem is blocking the usage of Platform and needs immediate attention. Problem is influencing many users. The Platform is not working and the issue is affecting many customers and Partners. Round-the-clock resources are needed to solve the issue.
High	Serious problem that could block the usage of the Platform. Problem is influencing one user but could start influencing also others. Problems will need full attention in office hours.
Normal	Has potential to affect the usage of the Platform. Dedicated resources will be used to solve the issue during office hours.
Low	Minor problem that has a workaround. The user will be informed about the workaround. Small or no impact to the business.

As soon as ticket gets into the system through email or chat (when offline), Support system will send an email to end-user that we have received their ticket and another email is sent to Support team regarding new ticket.

The below diagram is showing ticket treatment process:



Troubleshooting is continued until an issue is resolved or as long as it takes to achieve reasonable progress. The work can be interrupted temporarily if further parts or resources are needed, including escalation internally with Paperflow. At that point of time tickets will be put on pending and Time will be paused until we receive answer from external Partners.

1. The Support Agent will add more information to the ticket to clarify - classification, labels and changes priority if necessary
2. In case more information is needed from the requester, then the Support Agent will add the comment within the ticket. Comments added to the section “Respond to the customer” will be sent also to the Customer making the request.
 - a. In case internal communication is needed, then comments will be added as “Internal comments”.
3. Every new ticket has a metrics “time to first response” and “time to resolution” which help the Support personnel to track the time in which they can operate.
 - a. If ticket is getting closer to the time limit, the Support personnel will get notification emails.

Escalation

Escalation is based on calendar hours and it also works based on time and priority stages.

- As soon as a ticket gets into the system through email, the Support system will send an email to the Customer that we have received their ticket and another email is sent to notify the Support team of the new ticket.
- Agent have one hour to solve or escalate the ticket, if agent doesn't do anything system will automatically send an email to next in line based on priority.
- If priority of the ticket is **Normal** or **Low**, escalation will start after 24/48 hours.

Time\Priority	Urgent	High	Normal	Low
Automatically	Support System	Support System	Support System	Support System
1 hour	Support Help Desk	Support Help Desk	Support Help Desk	Support Help Desk
4 hours	Support Lead	Support Lead		
24 hours	CTO	Head of Operations	Support Lead	
48 hours	KAM	CTO	Head of Operations	Support Lead
72 hours	CEO	CEO	CTO	Head of Operations
96 hours			CEO	CTO