SERVICE LEVEL AGREEMENT

This Service Level Agreement is attached to and supplements the terms and conditions between Letsignit and the Customer.

The SLA does not apply to any service not specifically identified in the SLA, or to any feature Letsignit identified as "beta". If Letsignit chooses to provide SLA credits for beta features, such choice will not impose any obligation on Letsignit and Letsignit may reverse such choice at any time.

1. TECHNICAL SUPPORT

There are three different modes of communication the Customer can use to contact Technical Support.

1. Send mail to support@letsignit.com
2. Intercom (live chat Monday through Friday 8:00 am–11:00 pm)
3. Tweet us: @lsi_support

Letsignit's Technical Support hours are Monday through Friday 8:00 AM–11:00 PM, Paris time.

After-hours emergency calls are taken, only upon written subscription to such service by the Customer, by an answering service and forwarded to on-call Technical Support agents.

Emergency after-hours support issues include (EU clients, after 11:00 pm):

- Not able to login to your service
- Not able to access files or applications

Support business hours:

- Our support is available for you, providing personalized guidance and support to help you meet your business needs and objectives.

All other issues, including new users or new computer setups, application troubleshooting, will be handled during our normal technical support office hours. Letsignit provides the Customer with technical support on Application hosting, access, and other Server related issues to active users free of charge. Letsignit may attempt at its discretion and reasonable effort to provide support for third-party applications or components from third parties or developed by Customer but is not responsible for support of such applications and may charge for such support if deemed outside the reasonable effort standard.

2. BILLING AND ACCOUNT RELATED INQUIRIES

All inquiries regarding Letsignit billing for the licenses and for its services should be directed to the assigned Letsignit advisor for the Customer account.

3. ESCALATION

If the Customer is dissatisfied with services or is unable to resolve technical support issues within the parameters outlined in this Service Level Agreement, the Customer should contact the Technical Services Manager at ops@letsignit.com. The Manager will review all concerns, investigate, and respond within 1 Business Day.

As issues may be complex or require extensive investigation, this response time does not imply that a resolution is guaranteed within that time frame.

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4. SERVER AVAILABILITY

Letsignit Servers are monitored 24 hours a day, 7 days a week, 365 days per year and support agents are available by phone or email as posted in the support section of the Letsignit website. Letsignit is fully committed to providing quality service to all customers. To support this commitment, Letsignit sets a 99.95% uptime benchmark.

When the service is unavailable or malfunctions, an incident ticket is automatically sent through an alert received by the team under Letsignit. The application of the guarantee of the level this service is thus done on the creation of this ticket of the incident.

5. APPLICATION SERVER AVAILABILITY

Letsignit guarantees 99% monthly average scheduled availability of its Application Servers. To verify that the Servers are available Letsignit will ping application web service on the Server by retrieving HTTPS headers every 5 minutes with a 30-second threshold. If application service does not respond, the Server is considered non-operational and services are automatically restarted. If after the services are restarted and the application web service does not respond correctly the Server will be booted. After the Server is restarted and the application web service does not respond correctly, and if rebooting the Server does not solve the problem, the Server is removed from the load balancer and is escalated to the support center of Letsignit. Downtime of fewer than 5 minutes in duration is not recorded. Letsignit calculates Server uptime based on this type of Server monitoring.

6. NETWORK AVAILABILITY

Network availability is defined as Letsignit network's ability to pass incoming and outgoing TCP/IP traffic. Servers unavailability caused by network unavailability is not included in Server uptime if such network unavailability is caused by factors beyond Letsignit's control. Interruptions of service due to problems on the backbone or on the customer's desktop or network are beyond the Letsignit's control. Interruptions of service caused by denial of service or similar attacks are beyond the Letsignit's control and are not included in downtime calculations.

7. SCHEDULED MAINTENANCE

To guarantee optimal performance of the Servers and technology, Letsignit will perform routine maintenance on the Servers on a regular basis. Such maintenance often requires taking Letsignit Servers off-line. Letsignit reserves Server unavailability for maintenance purposes. This Server unavailability is not included in downtime calculations. The maintenance typically is performed during off-peak hours. Off-peak hours are from 6:00 pm to 11:00 am. Letsignit has scheduled maintenance every third Saturday of the month and as needed. Letsignit provides the client with advance notice of maintenance whenever possible via e-mail and/or a posting at **https://status.letsignit.com/**.

Letsignit makes every effort to ensure the full availability of its services. In the event that the commitment of availability of service would not be held, the customer will be indemnified at a flat rate on the basis of the table below; the compensation is calculated in relation to a monthly rent equivalent.

Availability Rates	Penalty applicable by level
99.5% ~ 99.9%	0%
99.4% ~ 99.5%	3%
99.35% ~ 99.4%	6%
99.20% ~ 99.35%	12%
99.10% ~ 99.20%	25%
99%	50%

The total amount of the penalties paid to the Customer by Letsignit, may not exceed 50% of the monthly subscription.

8. SERVER STORAGE

Each paid client user on the shared environment uses storage, Azure Cloud Servers are custom built and the size of the hard drive can't be predetermined in the client's contract. Letsignit does not charge monthly storage fees. The Servers may stop accepting, processing, or delivering data. If this occurs Letsignit shall not be held responsible for such unavailability but all resources will be deployed to assure the lowest downtime possible.

The technology used by Letsignit, known as "stateless", enforces that the customers' data is not saved on local storage, as an effort to bring a higher level of security to our customers. Letsignit uses encryption and replication services for database storage, provided by Atlas MongoDB.

9. OWNERSHIP OF DATA

All data created and/or stored by the client and/or users within Letsignit's applications and Servers are client property and are for the exclusive use of signeted users. Letsignit shall allow access to such data by authorized Letsignit personnel and shall provide access in compliance with Letsignit's Privacy Policy. Letsignit makes no claim of ownership of data contained within the account holder's Server space on Letsignit's Servers.

10. DATA INTEGRITY

Letsignit employs sophisticated redundant techniques to ensure the integrity of the data on its Servers; the data is written to prevent data loss in the event of hardware failure. Backups are performed on a daily basis and kept for 30 days.

In the event of data corruption, hardware failure or other data loss, Letsignit will make an effort to restore lost or corrupted data from Server backups. Letsignit requires that Customer maintain a local copy of all data uploaded or stored on Letsignit Servers. Letsignit is not responsible for customer's lost or corrupted data for failure to maintain a local copy of all data.

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Additionally, the customer shall reasonably cooperate with Letsignit in transferring any local copy of data uploaded or stored to Letsignit if requested to maintain data integrity. In the event, that the customers request a copy of data in media format there will be a nominal charge for this request.

11. DATA RETENTION

After a customer agreement has terminated or expired, Letsignit will allow the customer to download stored data from its production Servers for ninety (90) days. If ninety (90) days does not give the customer sufficient time to download stored data, or if the customer wishes the anonymization of its data earlier, the customer must contact Letsignit in writing during that period to request other arrangements. After termination or expiration of a customer agreement, if Letsignit receives a customer request in writing within fifteen (15) days after the termination or expiration date, at the customer's own expense, Letsignit may send the data on physical media format (such as: hard-disk) via mail or courier, using encryption to protect the Customer's information. Upon ninety (90) days after termination or expiration of a customer agreement, Letsignit will anonymize all customer personal information contained on its environment.

12. CUSTOMER RESPONSIBILITIES AND PRE-REQUIREMENTS

In order to create its account, the customer must supply valid information about its Company and system infrastructure. To access Letsignit's services, Customers must have minimum broadband, DSL and/or cable Internet connection and updated service packs with print drivers and a fully functional Internet browser that allows pop-ups to be disabled. Also, Anti-Virus Software and Customer firewalls must allow the website portal access as well as disable pop-up blockers.

13. PRIVACY STATEMENT

Letsignit values the privacy of its Customers. Please refer to Letsignit's Privacy Policy for further information.

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