

SERVICE LEVEL ADDENDUM

Helpdesk Services; Service & Request Requirements; Uptime Availability

14 May 2025

This Service Level Addendum ("SLA") is an integral part of the Agreement as defined in Zensai's Standard Terms and Conditions (the "Terms") between Zensai and Customer and sets out the service levels for Availability and Support applicable on the basis of the Success Plan and subscription chosen by Customer. Capitalized terms not defined in this SLA shall have the meaning set out in the Terms.

1. Availability SLA and Service Credits

Availability SLA

Zensai is committed to providing a Monthly Uptime Commitment ("Commitment"):

- 99.7% for **Standard** and **Professional** subscriptions
- 99.9% for **Select** subscription

If Zensai fails to meet this Commitment for two (2) consecutive calendar months, Customer is entitled to Service Credits as set out in the following.

Service Credit Calculation

Service Credits are calculated as a percentage of the total charges paid by Customer to Zensai in the affected region, as outlined below:

Table 1 – Service Credit Calculation	
Monthly Uptime Percentage	Service Credit (% of Monthly Fee)
Commitment or higher	No Credit
99% up to, but not including, the Commitment	10%
Below 99%	30%

Submission for Service Credits

To request a Service Credit, Customer must:

- Submit a claim within 30 days after the reported issue.
- File a Support claim ticket and email the designated Customer Success team, including the ticket number.
- If Zensai confirms the Monthly Uptime Percentage fell below the Commitment for the subscription chosen by Customer, the Service Credit will be issued within one billing cycle following confirmation.

Failure to submit a request within the required timeframe or without the necessary details will disqualify Customer from receiving a Service Credit.

Other Rules for Service Credits

- Service Credits may only be applied to future payments due to Zensai and cannot be refunded, exchanged, or paid out in cash.
- Service Credits are non-transferable and cannot be assigned to another account or Customer.
- Unless otherwise stated in the Agreement, Service Credits are Customer's sole and exclusive remedy for any unavailability, non-performance, or failure by Zensai to meet this Availability SLA.

2. Helpdesk Setup

Zensai Help Center is available 24/7 and the Zensai Product Support team provides Support in the English language, Monday through Friday, 24/5

The Help Center can be reached via web [Get help from the Zensai Product Support team – Help Center](#). Here, Customers can find complete product documentation and guides plus answers to frequently asked questions.

From the Zensai Help Center, designated service administrators of your organization

- i) shall submit Support tickets in case of Incidents
- ii) can submit a request through our webform at anytime to get assistance from the Zensai Support Team
<https://helpcenter.zensai.com/hc/en-us/requests/new>.

3. Helpdesk SLA Terminology

The below terminology is used when describing our processing of Support requests.

Table 2: Helpdesk and Support terminology	
Business Hours	Defined as the operating hours for the Zensai Support team according to your region on Mondays to Fridays (i.e. excluding weekends and holidays in your region): <ul style="list-style-type: none"> - 9:30AM – 9PM CET, if in EMEA - Monday to Friday 9AM-7PM Eastern Time, if in USA - 9:00 AM– 5:00 PM AEST, if in APAC
ETA (Estimated Time of Arrival)	The estimated time for resolution of the problem. The Customer will be updated if ETA materially changes.
First Response	The first interaction with the Customer (via ticket) aimed at the diagnosis of the problem. The number of business hours until the first reply is calculated by the business hours of the agent assigned to the specific ticket/Support request.
Success Plan	Is the level of Support and service chosen by Customer as set out in the Quote.

Support requests are categorized in accordance with the below levels of severity:

Table 3: Incident Severity Descriptions	
(Zensai reserves the right to ultimately confirm or change a severity categorization)	
Urgent	Critical production issue including system unavailability affecting all users. No workaround is available. Examples include: <ul style="list-style-type: none"> - Database failure, Critical Security Breach, Data Integrity issues problems
High	Issue is persistent, affects many users and/or impacts core functionality or results in significant performance degradation. No reasonable workaround available. Examples include: <ul style="list-style-type: none"> - Significant performance degradation, such as extremely slow load times for a large number of users
Normal	Errors in functionality within the application often accompanied by workarounds or affecting some but not all users. Examples include: <ul style="list-style-type: none"> - Minor performance issues, such as occasional delays in email notifications, - A bug affecting a small subset of users but not impacting core functionality

Low	<p>General inquiries on the use of the application or cosmetic errors or incidents which otherwise do not require immediate attention, rare errors that appear during unusual conditions or are otherwise unlikely in normal use, or errors which have a sustainable workaround.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - A minor inconvenience, like a delay in generating non-essential reports, - Cosmetic issues, such as a typo on the website or a misaligned button.
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4. Helpdesk Service Levels

Zensai offers three levels/plans of Helpdesk Services. These are categorized as "Basic", "Plus" and "Premium".

The three Helpdesk Services plans aim for the following service level targets and will apply as per the Success Plan ordered by Customer:

Table 4 – Basic Plan Service Level Targets*		
<i>Ticket Severity</i>	<i>First Response</i>	<i>Resolution or Mitigation (work-around) ETA</i>
Urgent	8 business hours	24 business hours or as soon as feasible or practical
High	12 business hours	As soon as feasible or practical
Normal	16 business hours	As soon as feasible or practical
Low	24 business hours	None

Table 5 – Plus Plan Service Level Targets*		
<i>Ticket Severity</i>	<i>First Response</i>	<i>Resolution or Mitigation (work-around) ETA</i>
Urgent	4 business hours	4 business hours or as soon as feasible or practical
High	6 business hours	8 business hours or as soon as feasible or practical
Normal	10 business hours	As soon as feasible or practical
Low	16 business hours	None

Table 6 – Premium Plan Service Level Targets*		
<i>Ticket Severity</i>	<i>First Response</i>	<i>Resolution or Mitigation (work-around) ETA</i>
Urgent	1,5 business hours	4 business hours or as soon as feasible or practical
High	3 business hours	8 business hours or as soon as feasible or practical
Normal	6 business hours	As soon as feasible or practical
Low	8 business hours	None

*Notes:

- Urgent applies only to issues that are submitted via the Zensai Help Center webform, <https://helpcenter.zensai.com/hc/en-us/requests/new>.

5. Requests Requirements

To ensure Zensai can provide Support services and meet the agreed Service Levels, Customer must fulfill the following requirements. Compliance with these requirements is a prerequisite for Zensai's Support obligations.

Support Request Requirements

To receive Support services and for Zensai to maintain the agreed Service Levels, Customer shall cooperate with Zensai to resolve Support incidents by:

- Ensuring adequate technical expertise and knowledge of their Zensai software configuration.

- Lodging an incident ticket through the Zensai Help Center. For the avoidance of doubt, the Zensai Live Chat, and tickets generated from this chat, do not apply to the service level targets set out in this SLA.
- Providing all necessary information to allow Zensai to reproduce, troubleshoot, and resolve incidents.
- Submitting the following details, whenever possible:
 - Detailed description of the issue.
 - URL of the affected platform.
 - Error message and exact steps to reproduce the issue.
 - User(s) affected.
 - Screenshots or video capture, if applicable.

Requests lacking this information will not be considered as part of the Service Level Addendum.

Customer Responsibilities

Customer is responsible for:

- Promptly reporting errors to Zensai.
- Providing sufficient information for Zensai to assess and resolve the issue.
- Following Zensai's instructions regarding maintenance, upgrades, or troubleshooting.
- Assigning a system administrator as the primary Support contact.
- Implementing corrective actions at their facilities within a reasonable timeframe.

Additionally, Customer must:

- Grant Zensai reasonable access to personnel and systems for troubleshooting.
- Document and report all service errors or malfunctions to Zensai in a timely manner.

It is Customer's responsibility to carry out procedures necessary at Customer's facilities for the rectification of errors or malfunctions within a reasonable time after such procedures have been received from Zensai.

Error Reproduction

To resolve reported issues, Customer must:

- Assist Zensai in reproducing errors through troubleshooting and diagnostics.
- Provide remote access to their Zensai account and/or desktop on a case-by-case basis, subject to approval.

6. Support Exclusions

The following fall outside the scope of Zensai's Support obligations and are not covered under the SLA:

- Custom Cascading Stylesheets (CSS).
- Support for third-party authoring tools.
- Support for third-party integrations not developed or managed by Zensai.
- Troubleshooting E-Learning Content packages built with third-party tools.
- Custom authentication methods developed by Customer.

No charges will apply if troubleshooting confirms the issue falls within the agreed scope of Support. If Customer disputes whether an issue is out of scope, both parties will engage in good-faith discussions before proceeding.