

Support Services Terms

These Support Services Terms set forth the terms, conditions, and procedures under which maintenance and support ("**Support Services**") is offered for the Service during the Term of the Services as set forth in the applicable Order Form. Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in Terms and Conditions for Ravin Services.

GENERAL.

Scope. Support Services will consist of: (i) e-mail support; (ii) correction of errors to keep the Service in conformance with the user Documentation included in the Service; and (iii) Updates provided by Ravin to its general user base of users at no additional charge. Support Services will not include: (i) set-up, installation, or configuration of hardware and software required for the User to access the Service; or (ii) consultation, error correction, or research with respect to User-created documents and information.

Representative. A User representative will be designated by User for communicating with Ravin concerning Support Services, or making any other request or providing any notice. User may change the representative upon written notice to Ravin.

SUPPORT SERVICES

Technical Support. User will have access to Ravin's technical support personnel ("**Technical Support**") as follows:

Hours: Monday - Friday, 09:00 am to 11:59 pm GMT (excluding Israel and US holidays).

Email: info@Ravin.ai

Communications with Technical Support will be via e-mail. Ravin provides a single entry point of contact that routes requests/problems to the appropriate Technical Support. The severity level of the problems reported by User shall be reasonably determined by Ravin. Ravin will resolve each reported error or issue with the Service by using commercially reasonable efforts to provide: (i) a patch or fix as necessary; or (ii) a reasonable workaround for the error or issue; or, if either (i) or (ii) are not reasonably practicable, a specific action plan regarding how Ravin intends to address the reported error or issue and an estimate on how long it may take to correct or workaround the error or issue. User agrees to use commercially reasonable efforts to assist and provide information to Ravin as required to resolve errors or issues with the Service reported by User.

SUPPORT ISSUES.

Support Services covers any issue or problem that is the result of a verifiable, replicable error (Ravin will use all reasonable means to verify and replicate) in the Services ("**Verifiable Issue**"). An error will be a Verifiable Issue if it constitutes a material failure by the Service to function in accordance with the Documentation included in the Service. If Technical Support reasonably determines that User's problem is not caused by Ravin or its systems, equipment, or software, Ravin is not obligated to provide support under these Terms. Nevertheless, Ravin will, if possible, offer suggestions as to how User can remedy the problem. If Ravin determines that the issue was not the result of a Verifiable Issue, Ravin may offer to provide for out of scope professional services at Ravin's then current rates upon its standard terms to address the issue.

USER'S RESPONSIBILITIES.

User's designated representative shall initiate all requests for Support Services. The representative must be trained, qualified and authorized to communicate all necessary information, perform diagnostic testing under the direction of the Ravin service representative and be available during the performance of any Support Service if required. User shall insure equipment, Internet connectivity and power are functioning to enable proper performance.

SERVICE LEVEL.

The Service will, subject to the exceptions listed below, be available 99% of the time during each calendar month from the time that the Service goes- live in Subscriber's production environment (referred to herein as the "**Availability Commitment**"). The availability of the Service for a given month will be calculated according to the following formula (referred to herein as the "**Availability**"):

Where: Total minutes in the month = TMM

 Total minutes in the month the Service is unavailable = TMU

And: $((TMM-TMU) \times 100)/TMM$

For purposes of this calculation, the Service will be deemed to be unavailable (referred to herein as "**Unavailable**") if the Service suffer an error or issue in a production down situation which cannot be reasonably circumvented and which so substantially impairs the performance of the Service or any components of the Service, which are critical to the User's business, as to effectively render them unusable. Further, the Service will not be deemed Unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth below. Ravin's records and data will be the basis for all service level calculations and determinations.

Exceptions. The Service will not be considered to be Unavailable for any outage that results from any scheduled maintenance performed by Ravin, for which the User would be notified in advance. Additionally, the Service will not be considered Unavailable for any outage unavailability of the Service due to (a) User's information content or application programming, acts or omissions of User or its agents; (b) delays or failures due to circumstances beyond Ravin's reasonable control that could not be avoided by its exercise of due care; or (c) failures of Internet backbone itself and the network by which User connects to the Internet backbone or any other network unavailability outside of the Ravin Network.