

Enterprise SLA

Service Level Agreement

Dexi will provide email support (“Service Support”) Twelve (24) hours per day, seven (7) days per week. Service Support will include any resolution activity performed.

- a) Request for Data Service Support. Authorised Users will make requests by submitting a request via Dexi’s customer service web portal or by sending a Service Support request to support@dexi.io. The Dexi Support staff shall assign to the request the Problem Severity Level (as defined below) indicated by the authorised requestor but may be modified following Dexi’s diagnosis of the request.
- b) Problem Severity Levels 1 and 2 Response and Resolution. For Service Support requests Dexi shall confirm to the requestor receipt of the request and make best endeavours to fix the issue and restore the data feed service within 24 hours or less (see Request Resolution times per problem severity level listed below). If a Problem Severity Level 1 or 2 request cannot be corrected to the reasonable satisfaction of the requestor within the Request Resolution Time after the requestor makes the initial request for Support, Dexi will: (a) take and continue to take the actions which will most expeditiously resolve the request; (b) provide an hourly report to the requestor of the steps taken and to be taken to resolve the request, the progress to correct, and the estimated time of correction until the request is resolved.
- c) Problem Severity Levels 3 and 4 Response and Resolution. For service Support, within the Request Response Time, Dexi shall confirm to the requestor receipt of the request by Service Provider. If a Problem Severity Level 3 or 4 request cannot be corrected to the reasonable satisfaction of the requestor within the Request Resolution Time after the requestor makes the initial request for Service Support, at the sole election of requestor: (a) Dexi will work to resolve the request; or, (b) requestor and Dexi will mutually agree upon a schedule within which to resolve the request.

Service Support Problem Severity Levels

- a) Problem Severity Level 1
 - 1) Description. This Problem Severity Level is associated with production use only where: (a) Robot and pipes execution services are non-functional and / or critical Subscriber data (defined as data required to enable operation of Subscribers other production systems) is inaccessible (b) unauthorised exposure of all or part of Subscriber Data; or, (c) loss or corruption of all or part of Subscriber Data.
 - 2) Request Response Time. 60 minutes.
 - 3) Request Resolution Time. 6 hours.
- b) Problem Severity Level 2
 - 1) Description. This Problem Severity Level is associated with production use only where there is significant and / or ongoing interruption of an Authorised User’s use of a critical function (defined as the execution of robots and / or pipes or access to Subscriber Data) of the Services and for which no acceptable work-around is available.
 - 2) Request Response Time. 6 hours.
 - 3) Request Resolution Time. 24 hours.

- c) Problem Severity Level 3
- 1) Description. This Problem Severity Level is associated with: (a) minor and / or limited interruption of an Authorised User's use of a non-critical function of the Services; or, (b) problems which are not included in Problem Severity Levels 1 or 2.
 - 2) Request Response Time. 24 hours.
 - 3) Request Resolution Time. 72 hours.
- d) Problem Severity Level 4
- 1) Description. This Problem Severity Level is associated with: (a) general questions pertaining to the Services; or, (b) problems which are not included in Problem Severity Levels 1, 2, or 3.
 - 2) Request Response Time. 24 hours.
 - 3) Request Resolution Time. Not defined.