

SERVICE LEVEL AGREEMENT

1. Preamble

Generally speaking, the term "available" refers to the fact that the myMeta Service is accessible to Customer end Users. The term "unavailable" (or "unavailability") refers only to malfunctions of the "Very High" level, in accordance with the table in article 4 of this Appendix.

2. System Availability

myMeta uses its best efforts to achieve an availability rate of 99.5% (hereinafter the "Availability Rate") calculated on a monthly basis:

$$\frac{\text{Total - Downtime - Planned maintenance}}{\text{Total - Planned maintenance}} = 100$$

Total - Planned maintenance

Definitions :

- "Total" refers to the total number of minutes in the month;
- "Downtime" refers to the total number of minutes the platform is unavailable during the month, excluding planned maintenance;
- "Planned maintenance" refers to the total number of minutes of planned maintenance in the month.

3. Downtime rate

Beyond this Rate of Availability, it is understood that the downtime ("Unavailability Time") of the myMeta Service is calculated by excluding :

- (i) the time required for planned maintenance and regular upgrading of the Service and platforms, as well as the installation of security patches. This time may correspond to one hundred and twenty (120) minutes per calendar week and one hundred and twenty (120) minutes per calendar month.

Planned maintenance and regular upgrades will be carried out by myMeta as required.

Insofar as these operations may affect the continuity of the Service.

myMeta will be obliged to inform the Customer at least five (5) working days before the said operations are carried out.

- (ii) any other circumstances beyond myMeta's control, including but not limited to Internet malfunctions, network saturation, ISP malfunctions attributable to the Customer's systems, etc. ;
- (iii) High" malfunctions and "Low" malfunctions as previously indicated above and in accordance with the table in article 4 below.

4. Maintenance

myMeta undertakes to carry out corrective and evolutionary maintenance in accordance with the following provisions:

Evolutionary Maintenance :

The Service Provider undertakes to inform and automatically provide the Customer with the latest Updates to the Solution, at no additional cost and according to the periodicity of its operating procedures. The Updates will not result in any regression of the Solution in terms of performance, security and functionality.

Corrective Maintenance :

The Service Provider will respond to and resolve malfunctions as described below. Service Levels do not apply to incidents already reported by the Customer to the Service Provider or to non-reproducible errors.

5. Response and resolution times

myMeta undertakes to reply to the Customer, Monday to Friday, 8am to 6pm, at the following address: support@mymetasoftware.com.

myMeta responds and resolves malfunctions as described below.

Severity of anomaly	
<p>Very High</p> <p>An incident should be classified as "Very High" if it has very serious consequences for normal internal operations or IT processes linked to core business processes. Urgent work cannot be carried out.</p> <p>Such problems are generally caused by the following circumstances:</p> <ul style="list-style-type: none"> - A production department is completely shut down. 	<p>Initial response: within two hours of the case being reported.</p> <p>Resolution objective: in response to the reported problem, MyMeta will implement either (i) a resolution or (ii) a workaround or (iii) an action plan, within four hours.</p>

<p>- The imminent production launch or upgrade of a production system cannot be achieved.</p> <p>- The customer's core business processes are seriously affected.</p> <p>A workaround is not available for every circumstance. The incident requires immediate action.</p>	
<p>High</p> <p>An incident should be classified as high priority if normal internal processes are seriously affected. Necessary tasks cannot be performed. The incident is caused by the presence of incorrect or unusable functions in the myMeta service that are immediately necessary.</p> <p>The incident must be dealt with as quickly as possible, because if it continues, the malfunction could seriously disrupt the company's entire productive activities.</p>	<p>Initial response: within six hours of the case being reported.</p> <p>Resolution objective: in response to the reported problem, MyMeta will implement either (i) a resolution or (ii) a workaround or (iii) an action plan, within thirty-two hours.</p>
<p>Low</p> <p>A message should be classified with "low" priority if the reported problem has little or no effect on normal internal processes. The problem is caused by the presence of incorrect or unusable functions in the myMeta service that are not needed on a daily basis or are rarely used.</p>	<p>Initial response: within 24 hours of the case being reported.</p> <p>Resolution objective: in response to the reported problem, MyMeta will implement either (i) a resolution or (ii) a workaround or (iii) an action plan, within a timeframe to be defined in agreement with the Customer.</p>

6. Hosting, security and availability of Services

Service continuity, backups and integrity.

The entire myMeta service is based on Google's serverless infrastructure in Europe.

An automatic daily backup procedure enables the customer's previous situation to be restored. In addition, a Disaster Recovery procedure is also available if required.

Transactional Response Time

As the end user uses Google Storage, guaranteed response times depend on the quantity and weight of the information configured in myMeta. On average, a myMeta project contains around 200KB of information, and is made available in around 15-50ms. This information is cached in the browser and will be immediately available for subsequent browsing.

Tools for monitoring indicators

Different control tools are used, depending on the service monitored:

- the quality of service to end-users using Google Storage is periodically monitored by the Google Cloud Monitoring diagnostic tool.
- Google Trace, and logging systems dedicated to controlling the execution of Google Firebase Functions.
- These logs verify that service levels are guaranteed, including latency and end-user response times.

Reporting :

On request, the Service Provider can make available to the Customer all logs concerning the cloud services used. In addition, thanks to Analytics functionalities, the Service Provider can provide on request reports highlighting the use of myMeta content (e.g. Customer usage, access, performance, top 10 functions used, top 10 active Users, functions never used, etc.).