



COMMANDERS **ACT**

CONTRACTUAL SHEET

SERVICE LEVEL

AGREEMENT

October 2022

COMMANDERS ACT SLA

I. PURPOSE

The following Service Level Agreement (S.L.A.) is a warranty of Fjord Technologies' (hereafter referred to as "the Provider") commitment to deliver a high-quality service to all its customers. It explains compensation thresholds for clients in the event a minimal Quality of Service (QoS) fails to be provided.

The Provider defines QoS rates and their corresponding financial compensation.

These QoS rates are applied to the Provider's technical infrastructure only.

II. SCOPE OF APPLICATION

This Service Level Agreement applies to the "COMMANDERS ACT" service contract.

III. GENERAL DISPOSITIONS

A. Affected Services

The Provider commits to compensate any client that might be affected by service performance issues described hereunder:

- Availability rates of the COMMANDERS ACT service's web application (commonly known as the Service's "interface").

B. Exceptions

The following exceptions should be considered:

- Acts of God/*Force Majeure* as they exist in French Law.
- Planned and necessary maintenance operations performed by the Provider.

C. Planned Maintenance Operations

The Provider can briefly - and under specific circumstances - interrupt access to the COMMANDERS ACT Service for maintenance or improvement purposes and to guarantee the service operates at its best. The Provider will inform its clients of said events at least seven days prior to the beginning of maintenance activities, by either email or the COMMANDERS ACT web application.

The COMMANDERS ACT Service interruption can only take place between 12:00 A.M. and 06:00 A.M. CET and cannot exceed said time frame. No interruption can be scheduled during critical seasons (November, December and Sales seasons). The Client commits to inform the Provider of any changes in what they consider to be critical periods as soon as possible.

Planned service disruptions initiated by Commanders Act automatically involve the following elements:

- A written request sent by Commanders Act, to work on the affected client's account. It specifies the motive, time and date and length of the planned intervention.
- This request can be sent by email or displayed in the "News" area in the interface's homepage.
- This request will be issued at least **five** business days prior to the planned service disruptions.
- Intervention time frames will be chosen as to minimize impact on customers' activity.

Commanders Act reserves the right to interrupt all services in case emergency interventions, not listed above, are necessary, especially in terms of security and or quality of service.

D. Compensation Percentages per Availability Rates

Compensation rates per service availability rates displayed in the tables below are calculated during ONE (1) calendar month.

This is known as "period of reference".

Compensation owed to clients due to fully or partially faulty services delivered by the Provider are calculated based on invoices issued for the period of reference.

IV. QUALITY OF SERVICE

The compensation amount is calculated by applying the percentage displayed in the "Compensation Rates" column to the observed availability rates.

A. Availability Rates of Commanders Act's Web Application

The availability rates of COMMANDERS ACT's web application are the availability rates of web servers hosting said application and the associated databases. Availability implies that the application is operational (a given user should be able to connect and access the functionalities).

Availability rates are an average of all measurements calculated every five minutes during the period of reference (ONE month). Availability is meant 24 hours a day, 7 days a week.

The Provider guarantees that the web application availability rates are of 99.95% during every period of reference. Should this warranty fail to be met, compensation will be issued as follows:

AVAILABILITY RATES		Compensation
From (excluded)	To (included)	
100 %	99,95 %	0 %
99,95 %	99 %	5 %
99 %	98,5 %	10 %
98,5 %	98 %	15 %
98 %	97,5 %	20 %
97,5 %	97 %	25 %
97 %	0 %	30 %

Compensation owed to customers is calculated as a percentage of their monthly subscription fare for the corresponding service during the period of reference, excluding specific on-demand services.

Penalties will only be paid if the client has paid his current invoices.

B. Global SLAs

Interface	
Availability	EU: 99,95%
Hosting	EU only
URL	https://app.commandersact.com
Browser compliancy	Chrome, Firefox, Opera, Edge latest versions
API	
Availability	EU: 99.99%
Servers' locations	EU only
DNS	
DNS availability	WORLD: 99.999%
Products JavaScript Files	
Response time (24h average)	WORLD: 200ms / CHINA: 500ms
Availability of the JavaScript file (Multi-CDN)	WORLD: 99.999% / CHINA: 99.98%

C. Enterprise Tag Management

	Enterprise Tag Management
Files hosting (CDN)	
On Premise – JavaScript file availability	Rely on customer's SLA
Response time (24h average)	WORLD: 200ms / CHINA: 500ms
Availability of the JavaScript file (Multi-CDN)	WORLD: 99.999% / CHINA: 99.98%
Data collection – Deduplication / Tags Performance / Serverside V2 / One TAG	
Availability	EU: 99.99%
Hits' response time (24h average)	EU: 200ms

Servers' locations	EU only
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D. Consent & Preference Management

Consent & Preference Management	
Files hosting (CDN) and consent banners delivery	
On Premise – JavaScript file availability	Rely on customer's SLA
Response time (24h average)	WORLD: 200ms / CHINA: 500ms
Availability of the JavaScript file	WORLD: 99.999% / CHINA: 99.98%
Data collection – Consent / Cookies Scanner	
Availability	EU: 99.99%
Hits' response time (24h average)	EU: 200ms ASIA: 400ms
Servers' locations	Only EU (FR) and Asia (KR) locations are activated by default See "Server's Location" section for other regions (additional costs)

E. Campaign Analytics

Campaign Analytics	
Data collection – Pixel impression & redirects	
Availability	EU: 99.99%
Hits' response time (24h average)	EU: 200ms ASIA: 400ms
Servers' locations	Only EU (FR) and Asia (KR) locations are activated by default. See "Server's Location" section for other regions (additional costs)

F. Data Activation

	Data Activation
Data collection - Page views	
Availability	EU: 99.99%
Hits' response time (24h average)	EU: 100ms
Servers' locations	EU only

G. Additional server locations

Commanders Act is using AWS cloud to deploy it's data collection infrastructure. We have the possibility to deploy infrastructure on any available AWS Zone in the world to have a better response time.

Deploying architecture on a new zone will imply additionnal costs.

- US East (Ohio)
- US East (N. Virginia)
- US West (N. California)
- US West (Oregon)
- Africa (Cape Town)
- Asia Pacific (Hong Kong)
- Asia Pacific (Jakarta)
- Asia Pacific (Mumbai)
- Asia Pacific (Osaka)
- Asia Pacific (Seoul)
- Asia Pacific (Singapore)
- Asia Pacific (Sydney)
- Asia Pacific (Tokyo)
- Canada (Central)
- Europe (Frankfurt)
- Europe (Ireland)
- Europe (London)
- Europe (Milan)
- Europe (Paris)
- Europe (Stockholm)
- Middle East (Bahrain)
- South America (São Paulo)

H. Guaranteed Service Restoration Time

The Provider guarantees a service restoration time of the COMMANDERS ACT web application -in the event of service interruption(s) – as part of its maintenance operations.

Thus, in the case incidents occur - regardless of their reasons or nature - that disturb or block the service in any way, whether completely or partially, the Provider guarantees that the service’s accessibility and performance will be re-established in no longer that four (4) business hours from the moment the incident was first reported by any customer (by email, fax, mail).

I. Availability and Customer Support Responsiveness

Support is available Monday through Friday.

France & Europe (Paris)														
	8h	9h	10h	11h	12h	13h	14h	15h	16h	17h	18h	19h	20h	21h
Customer Support														
United States (Los Angeles)														
	8h	9h	10h	11h	12h	13h	14h	15h	16h	17h	18h	19h	20h	21h
Customer Support														
Asia-Pacific (Singapore)														
	8h	9h	10h	11h	12h	13h	14h	15h	16h	17h	18h	19h	20h	21h
Customer Support														

J. Incident Management

Severity levels	Time frame to be taken into consideration	Treatment time frame	Correction	Total	Timely corrective rates
1	Immediate	Immediate	4h	4h	100%
2	2h	4h	6h	12h	95%
3	2h	8h	8h	18h	90%

- Severity level 1: A full stop, affecting all customers, of the whole service or a key application.

- Severity level 2: Non-blocking incident resulting in a severely damaged service or app for a large number of users.
- Severity level 3: Non-blocking incident resulting in a severely damaged service or app for a single user.

Time frames for an incident to be taken into consideration are defined by the precise moment a failure is detected and the moment it is logged in the support department's database.

Treatment time frames begin when incidents are taken into consideration and end when the very first action to solve them is executed.

The corrective time frame corresponds to the whole amount of time elapsed between the moment an initial remedial action takes place and the incident's final resolution.

Calculation of the aforementioned time frames does not take into account:

- Customer's unavailability or lack of response necessary to implement corrective measures requiring their involvement.
- Failure to meet established customer support procedures by the customer themselves (Ex: failing to write to the appropriate email address, deletion of Salesforce ticket numbers).
- Requests resulting from an inappropriate use of the COMMANDERS ACT Products Suite and its components (failure to implement guidelines and follow advice from COMMANDER ACT's Consulting and/or Support departments).

K. S.L.A. Applicability

This S.L.A. is applicable as part of the Contract for the Provision of Services between the Provider and the Client.

This S.L.A. is an integral part and obligation of the aforementioned contract.