



Service Level Agreement
for Technical Support



Service Level Agreement (SLA)



1. Introduction

This Service Level Agreement (SLA) is an agreement between BULLWALL and Customer, including YOU ("as Operator"), to cover all the technical services provided by BULLWALL to Operator. This SLA includes a description of the technical services provided by BULLWALL to the Operator.

Definitions of terms in SLA:

Operator: A dedicated superuser (Customer or 3rd party) of the RC Software supplied by BULLWALL.

BULLWALL: The distributor and service center for the RC Software.

Ticket: An online Support Request via <https://bullwall.com/support>.

2. The Software

Support Requirements: RC is an agentless technology implemented on existing infrastructure, making implementation safe and hassle-free; it is not an application that requires a daily Operator. RC monitors your connected file shares and protects your critical data by overlooking all file creations/changes happening on the monitored file server shares. After installation, it is critical that the Operator has a system in place that warns if the RC software monitoring services are disabled or disconnected.

3. Services

BULLWALL provides the following technical support for the RC supplied Software.

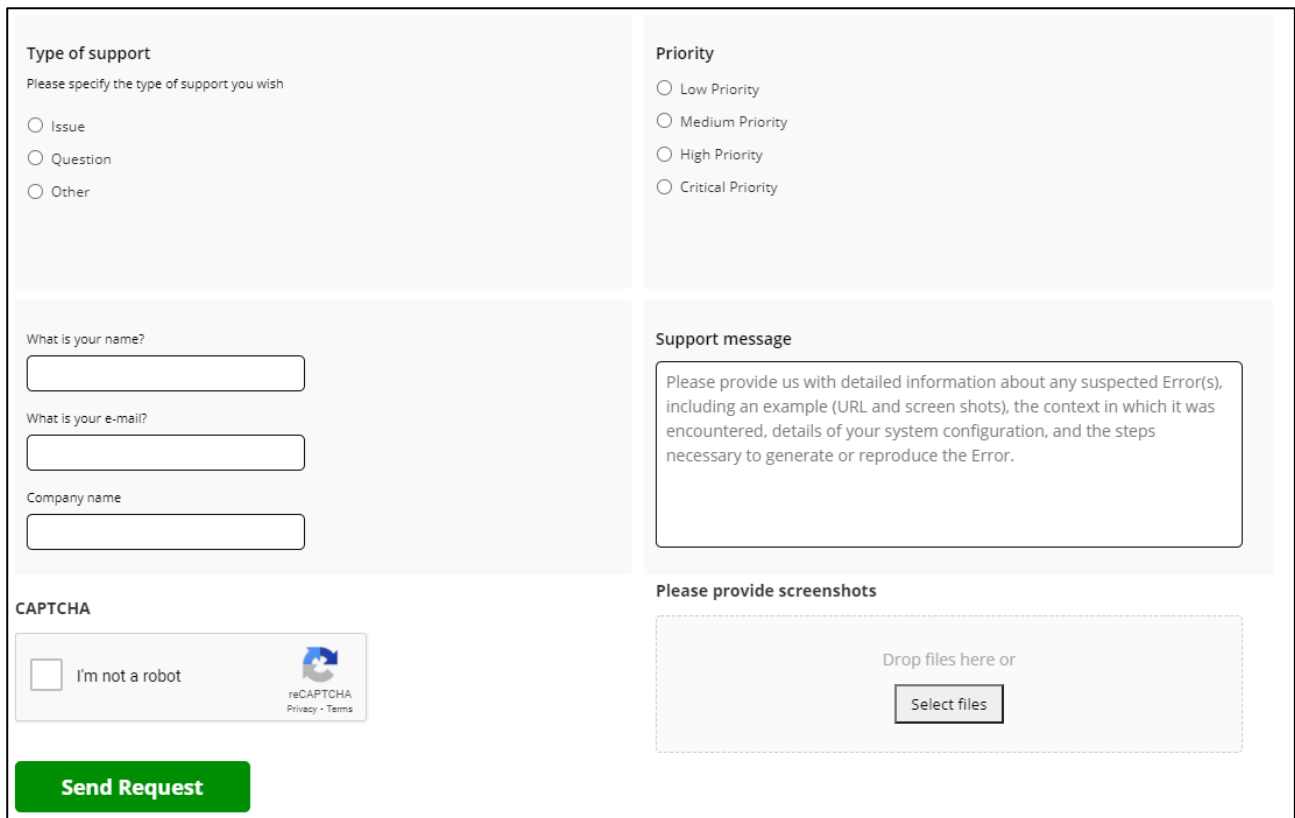
- a) Technical assistance for the Operator.
- b) Troubleshooting of software defects.
- c) Update of the RC application, if any.



4. Raising a support ticket

To request support, submit your support request on the online support ticket system at; <https://bullwall.com/support/>. Our web-based support monitoring service is dynamic, so you can elect to increase the type and set priority via the web. Onsite support can be provided at the Customer's own cost.

When notifying BULLWALL of any support ticket, you must provide BULLWALL with detailed information (as requested in the example below) about the suspected issue, including an example (URL and complete screenshots), the context in which it was encountered, details of your system configuration, and the steps necessary to reproduce the issue. The priority level of a support ticket shall be determined by BULLWALL at its sole discretion.



The screenshot shows a web form for raising a support ticket. It is divided into several sections:

- Type of support:** A section with the instruction "Please specify the type of support you wish" and three radio button options: "Issue", "Question", and "Other".
- Priority:** A section with four radio button options: "Low Priority", "Medium Priority", "High Priority", and "Critical Priority".
- Personal Information:** Three input fields labeled "What is your name?", "What is your e-mail?", and "Company name".
- Support message:** A large text area with the instruction: "Please provide us with detailed information about any suspected Error(s), including an example (URL and screen shots), the context in which it was encountered, details of your system configuration, and the steps necessary to generate or reproduce the Error."
- CAPTCHA:** A section containing a checkbox labeled "I'm not a robot" and the reCAPTCHA logo with links for "Privacy" and "Terms".
- Please provide screenshots:** A dashed border area with the text "Drop files here or" and a "Select files" button.
- Send Request:** A prominent green button at the bottom left.

Screenshot from Support Form: <https://bullwall.com/support>

After raising a support ticket, you will receive an email with a confirmation and a support ticket number for your reference.

5. Response times

All web-based and logged support tickets to the Helpdesk will receive a response based on assigned priority:

Critical Priority Issue (1): An Issue pursuant to which all or a substantial portion of the Software is not operating and cannot be restarted.

High Priority Issue (2): An Issue which is responsible for a material portion of the Software not operating in substantial conformity with the applicable specifications.

Low/Medium Priority Issue (3,4): A minor defect in the functionality of the Software.

BULLWALL will meet the following action times in the event of an issue.

Priority Definition	Acknowledgement of Receipt of Ticket	Workaround Solution	Resolution	Feedback/ Update
Critical Priority Issue (1) High priority Issue (2) <i>Prevents execution of the Software's objective</i>	45 mins	1 Business Day	5 Business Days	Minimum 1 Business Day
Low/Medium priority Issues (3, 4) <i>Issues in the Software which have a moderate impact</i>	2 hours	3 Business Days	8 Business Days	Minimum 3 Business Days

BULLWALL will initiate a response as fast as possible and initiate problem resolution, but there is no guaranteed response and resolution time depending on the issue. All workaround, resolution, and feedback/update activities will be provided relative to queues and prioritization. Identification of priority and SLA timers depend on your issue and may be changed by BULLWALL. Helpdesk staff provides support during normal business hours, excluding holidays, Monday through Friday. High availability and faster support response times can be purchased according to requirements. Under certain circumstances, BULLWALL will put the problem resolution on hold – for example, when awaiting additional requested information from Operator or approval for work that may have a temporary impact.

6. Customer Responsibilities

The Customer's responsibility is that the appointed Operator has undertaken the necessary training in RC and has the appropriate skills and the necessary understanding for the Software operating the Customer's infrastructure.

It is the Operator's duty to make sure all alert settings/information is updated within RC, such as, e.g., email addresses for admin, alerts, respond scripts, etc.

The Operators' responsibility is also to make sure settings in RC are updated accordingly if changes are made to any infrastructure, including but not limited to; Servers, Storage platforms, DFS, AD, DNS, or otherwise change settings that RC is dependent on for being fully operational.

The operators' responsibility is also to raise a support ticket with the appropriate description as described in this SLA.

BULLWALL shall be under no obligation to furnish support for the RC Software to the extent that such Support is necessary or desired as a result of: (i) the operation of the RC Software in environmental conditions or configurations outside those initially implemented; (ii) your failure to upgrade or update the RC Software within a supported version as specified at: <https://bullwall.com/end-of-life>; (iii) actions of any third party other than BULLWALL or a third party authorized by BULLWALL; and (iv) causes unrelated to the RC Software as delivered to you by BULLWALL, including without limitation, unauthorized modifications to the RC Software, made by you or on your behalf.

7. Software Updates

Within the RC software, the "known bad signatures" update every 15 minutes throughout the day (standard setting). This is an automated process provided that the RC Server has access to the RC Backend Server/Endpoint in the cloud.

RC Software upgrade notifications will be sent to the Admin email address defined in the RC settings.

8. Force Majeure

BULLWALL shall not be in breach of this Agreement, nor liable for any failure or delay in performance of any obligations under this Agreement arising from or attributable to acts, events, omissions or accidents beyond its reasonable control (Force Majeure Event), including but not limited to any of the following:

- including but not limited to fire, flood, earthquake, windstorm, or other natural disaster.
- war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, breaking off diplomatic relations, or similar actions.
- terrorist attack, civil war, civil commotion, or riots.
- collapse of building structures, computers, or infrastructure.
- any labor dispute, including but not limited to strikes, industrial action, or lockouts.

BULLWALL shall use all reasonable endeavors to mitigate the effect of the Force Majeure Event, to carry out its obligations under this Agreement in any way that is reasonably practicable and to resume the performance of its obligations as soon as reasonably possible.

9. General Provisions

This Agreement supersedes all prior SLA agreements and communications between the parties relating to the subject matter herein. In the case of conflict, the terms of this Agreement shall prevail.

BULLWALL are free to change the terms of this Agreement at any time. BULLWALL shall use all reasonable endeavors and give the customer or 3rd party 60 days' notice in writing of any proposed change to the terms of this Agreement before they take effect.

This Agreement shall be interpreted under the law of England and Wales without regard to conflicts of law principles and subject to the exclusive jurisdiction of the English Courts.

If any term of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then this Agreement, including all of the remaining terms, will remain in full force and effect as if such invalid or unenforceable term had never been included.