

| SLA                                    |                                   |                                    |          |
|----------------------------------------|-----------------------------------|------------------------------------|----------|
| SL No.                                 | Activity                          | SLA Timelines                      |          |
| 1                                      | Configuration/ Call Response Time | 24 Hours response time             |          |
| 2                                      | Resolution Time                   | 48 hours from the time of response |          |
| Escalation Matrix:-                    |                                   |                                    |          |
| Category                               | On call Response                  | Contact person                     | Email id |
| Support – Initial analysis (Level - 1) | Within 24 hrs                     |                                    |          |
| (Level -2)                             | Within 48 hrs                     |                                    |          |
| Account Manager                        |                                   |                                    |          |
| Director                               |                                   |                                    |          |