



EMail Platform Service Levels

Technical SLA

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SERVICE LEVELS

OVERVIEW

This document explains the service levels that Karix generally offers to our customers for our messaging platform (“Messaging Platform”). Our aim is to take a proactive approach to our system maintenance and provide responsive support to our customers in order to transmit our customer’s messages in a timely and reliable manner.

PLATFORM AVAILABILITY AND DELIVERY

Availability

Karix will guarantee that the Messaging Platform will be available at least ninety nine point nine percent (99.9%) of the time during each calendar month, excluding periods of excusable downtime such as scheduled downtime.

SLA Commitment for EMAIL Termination

Karix will guarantee the below SLA on delivery and latency of critical transactional Email.

KPI	Percentage
Email Submission to MTA	>99% *
Submission Latency <= 10 Secs	>98%**
DN acknowledgement	99%

Note:

- Karix ensures the platform availability in percentages on a monthly basis. This guarantees up to 99.9% platform is available.
- In case of any controllable outages, Karix ensures 100% support and communication to our customers until the problem is solved. Karix guarantees the fault fix times through our technical support service available for 24x7x365.
- SLA includes all controllable aspects such as platform availability, service uptime and platform latency.

- *Delivery % in SLA calculation excludes User related errors & Permanent Failures (database issue) and Network related errors (timeouts, System Failures) which is 1% -2%.
- Delivery % in SLA calculation excludes hard bounces and unsubscribers
- **Delivery Speed/latency in SLA calculation is based on Delivery latency and for Delivered traffic
- SLA applies for public domain delivery only.
- Uncontrollable aspects such as restrictions imposed by governing authorities, specific issue with operator to deliver message to circle, region etc. are not included in SLA calculation.

MONITORING AND CUSTOMER SUPPORT

A variety of manual and automated systems monitor the Messaging Platform at all times. Karix’s Network Operations Center (“NOC”) is staffed on a 24x7x365 basis to provide English and Hindi language support services for customers to report outages of the Messaging Platform and related services.

Customer Support Desk shall serve on 24 X 7 basis for all problems related to the Karix services being used by the customers.

Phone	022-4055 6124/25/26 or +91-99209-86161
Email	tech-support@karix.com

Our complete escalation matrix with multiple levels of escalation are attached separately.

SCHEDULED DOWNTIME

Karix will notify customer of scheduled downtime (for any maintenance activity) at least Five (5) days in advance where reasonably possible and of unscheduled downtime as soon as is reasonably possible.

Following table illustrates the Service level parameters:

Service Level Parameters	Support
Support Online	24x7
Min Redundancy of Platform	Fully Redundant
Availability of Karix Platform	99.9%
Scheduled Downtime for Platform Servers	1 hour (in a quarter)
Emergency Maintenance	1 hour (in a quarter)
Capacity Upgrade*	80%

* Karix will initiate the upgrade process once the capacity reaches 80 % of the total capacity Utilization

RESPONSE TIME

Customer Support Desk shall return any call logged on the Customer Support Desk within 30 minutes. E-mail support will be given for non-critical issues.

Severity Level	First Response Time	Restoration / Recovery Time
Critical	60 minutes	2 Hours
Major	2 hours	24 Hours
Minor	4 hours	48 Hours

Severity Levels

In order to establish the criticality of the fault / problems, we have defined below which shall be the base for categorizing the nature of faults/problems. Severity Levels are defined in three categories:

Critical

Critical problems are problems that severely affect service / capacity / traffic and maintenance capabilities and hence require immediate corrective action, regardless of time of day or day of the week.

Some of the examples for the critical problems are:

- A loss of service that is comparable to the total loss of effective functional capability of the entire System
- System or subsystem outages in any 24 hours period, or that continue to repeat during longer periods
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability
- Loss of Alarm monitoring capability with respect to passing relevant alarm information to NMS.
- Loss of the system's ability to perform automatic system reconfiguration
- Corruption of System Databases that requires service affecting corrective action
- Loss of access for maintenance or recovery operations
- Loss of the System's ability to provide any required System critical / major alarms
- Other problems that severely affect service, capacity/traffic, billing and maintenance capabilities or are reviewed as critical by Customer

Major

The problems that cause conditions that seriously affect system operation, maintenance and administration, etc. and require immediate attention. Also, the faults that impact service quality or significantly impair operator control or operational effectiveness. Software component down, System problem or functional loss resulting in partial limitations to operations-or-network management software product, which is dysfunctional are also considered as the Major nature of faults / problems. The urgency is less than in critical situation because of a lesser immediate or impending effect on System performance, Customers and the Customer's Operations and revenue.

Some of the examples for the Major problems are: -

- Reduction in any capacity / traffic measurement function
- Any loss of functional visibility and / or diagnostic capability
- Repeated degradation of connections
- Loss of performance monitoring capability with respect to passing relevant performance metrics information to NMS.
- Prevention of access for routine administrative activity
- Degradation of access for maintenance or recovery operations
- Degradation of the System's ability to provide any required System critical / major alarms
- Any significant increase in product related customer trouble reports
- Other problems that disrupt or prevent routine system activities, or are viewed as major by Customer

Minor

These are the problems, which do not fall under the category of Critical and Major and do not result in significantly affecting the system functioning and operations. These are the problems, existence of which does not result in the reduction of Service Level of the Network. Also, the delay in resolution of the same does not affect the operation of the Network Operations and Service Levels.