



Application Support Service Level Agreement

1. General Overview

The purpose of this document is to establish a two-way understanding between the Customer and 2muchcoffee Support Team regarding the application support services available. The document lays out the practices regarding the support which 2muchcoffee will follow. These practices are intended to yield a high quality, reliable experience for eligible customers.

This SLA shall enter into force for an indefinite period of time for each Customer after the conclusion of each Contract and shall end with the termination of the Contract to which it relates.

2. Service Description

This Service Level Agreement specifically describes the application support services provided by 2muchcoffee.

2.1 Scope

This Service Level Agreement applies to the applications developed by 2muchcoffee.

Application Support is provided by the most efficient method available. Currently, opening a ticket via email is the recommended approach, but assistance may also be obtained via telephone and in-person via your Account Manager or 2muchcoffee Executive Staff by means of a scheduled appointment.

2.2 Services

2.2.1 Initial Consultation

- Meeting with the customer representative to determine the requirements

2.2.2 Design and Development

- Application design and codebase improvements
- Collection, review, and implementation of customer's feedback



2.2.3 Deployment and Upkeep

- Assistance with the deployment of the application to the appropriate server(s)
- Bug fixing

3. Roles and Responsibilities

3.1 2muchcoffee Support Responsibilities

2muchcoffee Support will provide the infrastructure, technology, personnel and processes necessary to deliver application support as described in this document, and 2muchcoffee Support to:

- Meeting response times associated with the priority assigned to individual service requests
- Performing needed modifications to the application being maintained

3.2 Customer Responsibilities

Customer responsibilities in support of this Agreement include:

- Using the standard contact methods (see Section 4 below) to request application support services
- Reviewing draft design concepts, application builds, application improvement suggestions, ticket replies, and all other communication dependencies in a timely fashion
- Regularly reviewing application performance metrics and communicating any required updates to 2muchcoffee Support in a timely fashion

3.3 Support Limitations

The 2muchcoffee Support team provides support for the development and upkeep of an application for 2muchcoffee Customer.

Customer is not due any compensation provided by the SLA due to a Force Majeure, i.e. events that, objectively, would prevent 2muchcoffee's staff from intervening to perform the tasks set out by the SLA which are 2muchcoffee's responsibility (merely by way of example and not exhaustive: strikes and demonstrations which block communication routes; road accidents; wars and acts of terrorism, natural disasters such as flooding, storms, hurricanes, etc.).



Any execution of these measures will be communicated to the Customer via email sent to the email address provided when ordering with less than 48 hours notice, or at the start of the operations in question or in any case, as soon as possible.

4. Requesting Service

4.1 Support Requests

2muchcoffee offers three methods to submit support requests.

- **4.1.1 Support Ticket via Email**

Sending email to 2muchcoffee business[at]2muchcoffee.com is the recommended method for requesting support assistance. The request will be delivered to all members of the 2muchcoffee Support team, ensuring that it is reviewed promptly. Unless designated urgent, requests made via email will be processed in the order in which they are received during normal hours of operation

- **4.1.2 Telephone**

Urgent support requests may be made by telephone to a special support number provided by your account manager. Messages left during off hours will be processed the next business day

- **4.1.3 In-Person**

The 2muchcoffee Support Executive Team emphasizes the importance of meeting with customers face-to-face, both before and after applications have been deployed. 2muchcoffee Support team members are located in the Zaporizhzhya, Ukraine management office; please email business[at]2muchcoffee.com or your account manager for an appointment. In-Person requests are not governed by this SLA.

5. Hours of Coverage, Response Times and Complaint Resolution

5.1 Hours of Coverage

Application support is provided by the 2muchcoffee Support Monday through Friday, 10 AM to 7 PM Eastern European Time, on regular business days.

5.2 Response Times

2muchcoffee Support will use the following guidelines to prioritize application support requests, with the goal of beginning to work on the problem within the target timeframe. Actual response times may be shorter or longer, depending on the volume of requests being handled at any one time.





Category	Description	Response time
Time-sensitive issue	Critical code, performance issue or other outage	8 Business Hours
General Support Question	Non-critical issues	Within 1 Business Day
Added functionality requests	Adding or modifying application's functionality	Within 3 Business Days <i>Depending on the complexity of the requested added functionality, a meeting to discuss project timeline may be necessary. This will be scheduled within 3 business days.</i>

5.3 Escalation

Any Customer not satisfied with the level of service related to an application support request should contact their account manager or the 2muchcoffee Executive Team, who will review your input and respond to you with the action taken.

5.4 Other Requests

Requests not covered in the scope of this service can be submitted through email business@2muchcoffee.com and will be referred on to the appropriate individual(s).

6. Maintenance and Service Changes

6.1 Application Maintenance

When application management exceeds the knowledge of the client the 2muchcoffee Support Team will accept requests for platform administration through any of the following channels listed under Requesting Service.

6.2 Development Tools Changes

From time to time, the platform or other software used in the development and maintenance of applications for which the 2muchcoffee Support Team has responsibility may change. The team's skills will stay up-to-date to encompass these changes.

7. SLA Reviews

The 2muchcoffee Executive Team ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required and communicated to all affected parties.



Designated Review Owner: Dmitriy Melnichenko, CEO, 2muchcoffee

Previous Review Date: 05/15/19 (Dmitriy Melnichenko, CEO, 2muchcoffee)

8. Approvals

The Account Manager, 2muchcoffee Support Senior Managers and Executive Management approve this document.

9. Cost

The Application Support and Maintenance Service is charged on an hourly basis conforming to the terms of the Contract. Because each request is unique, an estimate is provided to the Customer for the planned cost and timeline of each separate task upon initial request. Any such task is performed after obtaining a consent from the Customer.

