Service Level Agreement

Definitions

·   Service level agreement (also "SLA", "this SLA") - this legal document that sets out the terms of an agreement between us (Ascensio System, SIA/Ltd, also "Ascensio") and you (the Customer), collectively referred to as "parties". This SLA describes the terms and conditions of the scope of technical consulting services and updates for the Licensed Software offered by us to the Customer and mutual obligations of the parties.

·   ONLYOFFICE - all software provided by Ascensio System SIA in accordance with the official website at www.onlyoffice.com (hereinafter – "Official website").

·   Licensed Software - ONLYOFFICE software you are entitled to use in accordance with the License Agreement you have signed or accepted by installing the Licensed Software and activating it.

·   Customer - a legal entity or a person possessing an active license for the Licensed Software entitled to receive updates and support services pursuant to this SLA. The Customer shall have access to the service history of all the requests from their employees and shall have the right to extend the Service level available.

·   End user - a person to whom the Customer has granted the right to use the Licensed Software. End user's identification on the ONLYOFFICE Helpdesk is based on the corporate e-mail address. When contacting by phone, End user is identified by the information about his place of work received from the End user.

·   List of Customer contacts - a list of the Customer's employees and End users who are entitled to apply for technical support service, whose unique identifier is the e-mail address. The list of contacts is formed and maintained by the Customer's Authorized Person. Otherwise support requests can be accepted from all End users with a corporate e-mail address.

·   Account Engineer - an engineer of Ascensio support team, who is constantly available for the Customer's contacts to resolve the types of requests specified in this SLA, organizing the implementation of a set of measures to prevent incidents with the Licensed Software installed by the Customer.

·   Subscription Period means the period of time when we will provide you with the support services for Licensed Software. Subscription Period is defined for each License Type according to our Official website.

·   Installation pack - a package of instructions and support services related to installation, configuration, technical consultations and assistance from specialists in commissioning the selected and purchased Licensed Software with maximum convenience for the Customer. The Installation pack is sold separately for an additional fee.

·   Support service - the scope of technical consulting services provided by us to the Customer for the Licensed Software about the functionality of the Licensed Software, accepting comments about the Licensed Software, accepting suggestions for functionality updates of the Licensed Software, consulting about configuration and maintenance (administration) of the software, stable and smooth operation based on the response time terms in Table 3. Support service does not include software functionality changes.

·   Supported capabilities - supported features and services which are available for the Customer based on the purchased tariff plan.

·   Remote access incidents - Incidents which require or can be solved only by means of remote access to the Customer's infrastructure by Ascensio.

·   Service level - the scope of terms available for the Customer according to the purchased tariff plan for Support service.

·   Request - a message from the Customer about an Incident or information provision made pursuant to this SLA.

·   Incident - any event that does not correspond to the standard (regular) operation of the Licensed Software which has led or may lead to interruptions in such operation or your inability to use the Licensed Software.

·   Working hours - the time interval 9AM to 6PM Central European Time (CET) Monday to Friday (except weekends).

·   First-response time - time interval during Working hours from receiving the Request to a written confirmation of having accepted the Request, it's qualification and beginning of its treatment.

·   Solution time - the time interval during business hours from the receiving of the Request to carrying out the task, fixing the problem or offering an alternative solution to the task (problem) described in the Request.

·   Support fee - a regular payment by you to Ascensio for the right to get support for the Licensed Software.

·   Effective Date - the date when you purchase a tariff plan for the Licensed Software or Consulting support services for the Licensed Software.

1. General terms

1.1. We will provide you with Support service for the Licensed Software during the period defined by the tariff plan selected from the Effective Date according to this SLA and based on the License Agreement you have signed or accepted by installing the software and activating it.

1.2. We do not provide technical consulting services for the versions of the Licensed Software offered for free. We do not provide support during the trial period.

1.3. We do not provide technical consulting services if you or anyone else have modified the source or object code of your copy of the Licensed Software in any way. Considering the nature of the Open Source software and complexity of the Licensed Software, our technical staff is able to provide proper technical consulting services only if you use official builds of the Licensed Software packaged by Ascensio team or its affiliates. Modifying official builds of the Licensed Software contrary to this provision is at your own risk and subject to your sole responsibility. Therefore, if you have encountered any problem or error with the modified Licensed Software, you're not entitled to receive technical consulting services regarding the modified elements of the Licensed Software.

2. Payment

2.1   In order to use a desired Service level which is not included in the Licensed Software tariff plan you shall pay us a Support fee. The Support Fee is payable according to the selected Service level listed on the Official website.

2.2   Upon receiving the Support Fee we will contact you at the e-mail address listed while purchasing and provide you with the necessary information.

2.3   Every Service level tariff plan is limited by a specific number of Requests; this configuration is defined for every pricing plan on the Official website.

2.4   You are granted updates and support for your version of the Licensed Software for the period defined by the tariff plan selected. After this period you may prolong the right to receive support and updates for the Licensed Software by purchasing the appropriate pricing plan from our Official website.

2.5   The pricing terms are correct at the time they are posted online on our Official website, but are subject to change. We reserve the right to amend these terms from time to time. New terms apply for every new support subscription accordingly.

3. Support Level Definition

1st Level

This is an initial support level, which includes basic functionality questions and standard troubleshooting only. 1st Level support is performed by referencing information from the Helpcenter or FAQ sections on the Official website.

2nd Level

This is an advanced administrative support level, which includes advanced technical troubleshooting and analysis methods provided by more experienced and knowledgeable specialists. 2nd Level support provides required help and assistance in solving

basic technical problems, and investigation of elevated issues by confirming the validity of the problem and search for known solutions related to these more complex issues.

3rd Level

This is a back-end support level. It includes expert level troubleshooting and analysis methods provided by the developers of the source code. Ascensio engineers and developers inspect the code and data collected by 1st and 2nd Level support and develop all necessary bug fixes and patches to solve the reported problems.

4. Classification of Requests

Terms of processing your Requests depend on their category and priority and are determined in accordance with the Tables 1 and 2 below.

Table 1. Consulting Support Requests' categories.

Incident   Request for restoration of access and/or the standard (full-time) operation of the Licensed Software.

Example: unavailability, malfunction of software, hardware failure, etc.

Changes Request   Request which causes changes in the list and/or amount of the Licensed Software use.

Example: Tariff plan changes, setup of additional hardware and getting access to it, etc.

Table 2. Requests' priority

Accident   Request in case of full unavailability of the Licensed Software due to malfunction.

High   A troubleshooting Request in case of partial unavailability of the Licensed Software, significant limitation of functionality available or slowdown of the access to the Licensed Software.

NormalA troubleshooting Request in case of an absence of a significant malfunction effecting the usage of the Licensed Software or changes Request.

5. Scope of the Service level guaranteed

5.1   Depending on the terms of the License Agreement you have signed or accepted by installing the Lisensed Software you can be guaranteed a certain scope of Service level described in this section. If you purchase the Installation Pack, full support is provided until the product is installed

5.2   You can extend the scope of the Service Level to have access to specific Support capabilities and Response time.

5.3   The options available for subscription are listed below in Tables 3 and 4

Table 3. Supported capabilities (Consulting Support).

Supported capabilitiesService level

Basic   Plus   Premium

Standard installation	✓	✓	✓				
Primary configuration	✓	✓	✓				
Migration	✓	✓	✓				
Updates installation	✓	✓	✓				
Integration of editors	✓	✓	✓				
Branding of ONLYOFFICE Docs					✓		
Branding of ONLYOFFICE Workspace Enterprise						✓	✓
Branding of ONLYOFFICE Groups			✓	✓	✓		
Monitoring system			✓				
Cluster support			✓				
Remote access Requests				✓			
Account Engineer			✓				
WeChat Support3			✓				

5.4   All Consulting services can be provided during Working hours with the First response time according to the Support Service level guaranteed. The maximum time limit for every Service level is listed below in Table 4.

Table 4. Guaranteed max. time limits for the Requests' processing (Consulting Support).

Priority Service level

	Basic	Plus	Premium
Accident		24h	12h	6h
High	48h	24h	12h
Normal	48h	24h	12h

5.5   We accept a specific number of Requests reported by you to us based on the Service level selected. After the number of Requests available is exhausted you can purchase a package of additional Requests for the same Service Level or upgrade to another level for the full price.

5.6   The following request categories are not included in the Request limit for paid subscriptions:- Incidents that occurred during installing the product (installation interruption) when such installation is based on the official recommendations of the ONLYOFFICE;- Incidents that occurred due to using the out-of-the-box software components following the official vendor recommendations upon confirmation of such cases on our part. The current version of the recommendations can be found on the website: https://helpcenter.onlyoffice.com/installation.aspx;- Incidents arising from an unsuccessful

attempt to open text documents, spreadsheets, and presentations files that are guaranteed to be supported by the software.

5.7   Depending on the agreed Service level Requests can be reported either through ONLYOFFICE Helpdesk at helpdesk.onlyoffice.com or by phone. The channels available for every Service level are listed below in the Table 5.

Table 5. Channels for the Requests' processing and number of Requests available (per year).

	Service level		
	Basic	Plus	Premium
Number of Requests included	5	10	20
Additional package of Requests available	2	5	10
helpdesk.onlyoffice.com	✓	✓	✓
Phone		✓	
WeChat			✓

5.8   Support is offered in English, French, German, Spanish, Italian and Chinese.

6. Procedure of submitting the Requests

6.1   Request on Consulting Support is sent in writing by submitting the form at https://www.onlyoffice.com/support-contact-form.aspx or logging into your account at helpdesk.onlyoffice.com by any person from the List of Customer contacts (the List has to be provided by you to your personal support manager). In case of its absence - from any Customer's End user with a corporate e-mail address. During the First-response time specified in the Table 4 you receive a written notification from us about accepting the Request.

6.2   You can request Consulting Support by phone number +371 63399867 by providing your personal access code which is automatically generated by creation your account in our ticketing system and provided to you by your personal support manager.

6.3   Solution time of a problem described in the Request depends on its difficulty and is not regulated by this SLA.

6.4   You are required to send us the following information in the Request (if applicable):

·   Configuration of the Licensed Software and license information (registration data);

·   Detailed description of the issue (Incident) (screenshots and/or visual representation are desirable);

·   Step-by-step actions description to reproduce the issue;

·   The software used by you and its versions (operating system, browser, mail client, etc.) and other data useful for problem solution (if applicable);

6.5   If necessary, you should grant access to the server with the Licensed Software installed on by secure shell or remote desktop at our request for analysis.

6.6   After your Request has been resolved and approved by you we close the Request in our support system.

6.7   In case we do not receive your responses or approval to close a Request for more than 14 days it is automatically closed by our support system.

7. Limitations of Support Service

7.1   Technical support does not include:

·   response to requests not related to the operation of the Licensed Software and its interaction with the elements of the Customer's infrastructure;

·   response to requests related to the work with the Licensed Software of any hardware and software complexes that are not part of the Licensed Software;

·   solving Incidents the conditions of which cannot be reproduced either by the Customer or by the Support Service;

·   supporting previous versions of the Lisensed Software, in order to be able to support the Customer Ascensio may ask to update the old version of the Licensed Software to the latest one.

7.2   As part of the provision of Consulting support, Ascensio does not provide the following services:

·   analyzing the performance and safety of the Customer's software and hardware systems, as well as consulting the Customer on such issues;

·   configuring and administering the Customer's hardware and software systems, except for the necessary steps to install the Licensed Software and technical support for connectors developed by Ascensio, as well as consulting the Customer on such issues;

·   administration of any devices which compatibility is not documented on the Official website, as well as consultations of the Customer on such issues;

·   carrying out other works not directly related to the operation of Licensed Software and its interaction with the infrastructure of the Customer.

8. Term and Termination

8.1. Support terms are set for each License Type and contained on our official website www.onlyoffice.com.

8.2. This Agreement may be terminated at any time by mutual written consent of both Parties.

8.3. We are entitled to immediately terminate this Agreement without any refunds and without giving any advance notice in case of material breach of the Agreement and/or any applicable laws or regulations by you.

8.4. The initial term of this Agreement shall be 1 (one) year which shall commence on the Effective Date of this Agreement.

9. Confidential information

Each party acknowledges that, during the Term of this SLA, it will receive information from the other party that the other party regards as confidential and proprietary ("Confidential Information"). Neither party shall disclose, provide or otherwise make available to any third party (including a prospective customer) any Confidential Information of the other party and shall utilize such Confidential Information only on any internal organization need-to-know basis and only to the extent necessary to effect the provisions of this SLA as contemplated herein.

10. Compliance

Ascensio shall have the right to verify the Customer's compliance with this SLA. Customer agrees to provide reports on the numbers of End users upon Request no more than once a year and allow Ascensio to audit the Customer's computers and records for compliance with the terms of this SLA.

11. Limitation of Liability

Ascensio and/or any of its subsidiaries, employees, agents and affiliates shall not be liable for any loss or damage that may arise to the Customer or to the End users under or in connection with this SLA, including but not limited to any (direct or indirect) monetary loss, interruption of use, lost or damaged data, reports, documentation or security, or similar economic loss, loss of contracts, goodwill, reputation and any loss that may arise from interruption of the business or any other type of loss or damage even if the Customer has been advised of the possibility of such damages.