

Service Level Agreement for Radica Application Services (“SLA”)

Effective Jul 1, 2026

This Service Level Agreement (“SLA”) are addressing the following terms

- Services Availability
- Support Scope
- Severity Level

This SLA is subject to change at Radica’s discretion; however, the Application Services provided may not be materially reduced during the service period.

I. Definitions:

The following defined terms apply to this SLA. Capitalized terms not defined below have the meanings ascribed to Master Subscription Agreement or other similar written agreement between the Parties, as applicable (“Agreement”).

Uptime means the time that the Application Services is available to the Customer for its use.

Downtime means the time that the Application Service is not available to the Customer for its use.

Planned Downtime means Downtime that has been notified to the Customer 24 hours in advance.

Incident. Each individual issue with the Application Services reported to Radica by a Supported Contact by email or phone.

Maintenance Release. Generally commercially released code corrections, patches, and updates of the Application Services as designated by a change in the number to the right of the second decimal in version number. For example R3.10.1 is a Maintenance Release of 3.10; or V2.0.0 is a Maintenance Release of 2.0.

Named Customer Contacts. Qualified individuals knowledgeable in the internal build systems, tools, policies, and practices in use by the Customer. Customers are expected to make every effort to ensure that the individuals designated as Named Customer Contacts are qualified to support the Customer teams internally. Named Customer Contacts are limited to the number specified in Annex A of this Support Policy.

New Versions. Generally commercially released major new releases, modifications or enhancements to the Application Services as designated by a change in the number to the left of the decimal in the version number. New Versions are normally identified by the first number prior to the first decimal point. New Versions do not include separate or different products marketed by Radica under a different name even if such products are compatible with the Application Services.

Previous Versions. Upon a commercially available release a New Version of the Application Services, any previously released version(s) of the Application Services shall be deemed a Previous Version. Customer is suggested to replace the Previous Version with the New Version in agreed period.

Supported Contact. Includes User Contacts and Named Customer Contacts.

II. Service Availability

Radica will use reasonable efforts to ensure that the Radica Application Services has an Uptime of at least 99.5% per month, but excluding if downtime

- a. is caused by factors outside of Radica's reasonable control, including, without limitation, Internet access or related problems occurring beyond the point in the network where Radica maintains access and control over the Application Services, telecommunications provider-related problems or issues;
- b. results from any actions or inactions of Customer or any third party (except for Radica's subcontractors);
- c. result from the Customer Applications, Customer's equipment, software or other technology;
- d. occurs during Radica's scheduled maintenance "Planned Downtime" for which Radica will provide at least 24 hours prior notice;
- e. occurs during Radica's emergency maintenance (maintenance that is necessary for purposes of maintaining the integrity or operation of the Application Services), regardless of the notice provided by Radica; or
- f. results from any beta, developer preview, development test environments, descriptions of similar import or not otherwise generally available Radica features or products

III. Support Scope

1. **What Technical Support Includes:** Technical Support is intended to provide assistance to Supported Contacts for issues and questions beyond what is covered in the User Guide. If Customer is current on payment for (i) Support and Maintenance Services for perpetual or term-based Application Services licenses or, (ii) term-based subscription on Application Services, Radica shall use commercially reasonable efforts to provide Customer with Technical Support services consisting of the following: (a) incidents reported by Support Contacts with email or phone; (b) New Versions and Maintenance Releases of the

Application Services; (c) discovery workshop where Customer, partners, and other users of Radica can share information and ideas about using the Application Services; and (b) troubleshooting related to the following Customer activities with respect to the Application Services:

1. Configuration issues: Support for configuration includes troubleshooting Customer's configuration settings for existing installations on supported environment (as described in Ordering Document) to ensure proper operation and connectivity.
 2. Usage issues: Radica qualified personnel will answer Customer's "how to" questions related to standard and intended Application Services usage.
 3. Bug fixing issues: Radica shall make commercially reasonable efforts to correct defects or other errors in the Application Services.
2. **What Technical Support Excludes:** Radica has no Technical Support obligations with respect to the issues relating from: (a) Application Services that is used on or in conjunction with hardware or software other than as specified in the applicable document (as described in Ordering Document or SOW); (b) use of the Application Services by Customer in violation of the Agreement; (c) alterations, add-ons, customizations, or modifications to the Application Services by any party other than Radica; (d) defects or failures in the Application Services due to any factors beyond Radica's reasonable control; (e) any version of the Application Services for which Technical Support has been discontinued by Radica; (f) Evaluation Versions of the Application Services or other software provided at no charge; and (g) training, customization, integration, and any issues arising from unlicensed use of the Application Services.
3. **Radica's Efforts.** While Radica will make commercially reasonable efforts to correct defects or other errors in the Application Services and respond to incidents as described in this Support Policy, Customer acknowledges that it may not be possible for Radica to correct every or any defect, error, or problem reported by Customer or of which Radica is otherwise made aware.
4. **Application Services Versions Covered.**
1. Supported Versions: Radica will provide Technical Support only for the Application Services specified in this Support Policy or as specified at the time of purchase. Radica's Technical Support obligations do not cover hardware, operating system, networks, or third-party software (not installed by Radica). Customer understands that Radica may need additional information as to its use of the Application Services in order to provide Technical Support and to enhance the Application Services.
 2. End of Life: Radica will provide Technical Support services for a New Version or Previous Version for 24 months after the version release date. After such time, Radica will provide limited support for an additional 12

months, consisting solely of assistance in upgrading to the latest New Version. Radica will announce the de-support version not less than 12 months in advance.

IV. Policy Details

1. Hong Kong Region

Policy Terms	
Coverage Hours	9AM – 6PM, Monday – Friday, Except Hong Kong Public Holiday
Support Contact Information	Email: support@radicasys.com Phone: 852 – 2777 3006
Supported Method	Email Phone Remote Onsite (by request & charge by hourly rate)
Escalations	Escalation possible through Sales contact

2. China Region

Policy Terms	
Coverage Hours	9AM – 6PM, Monday – Friday, Except China Public Holiday
Support Contact Information	Email: support@radicasys.com Phone: 4008782502
Supported Method	Email Phone Remote
Escalations	Escalation possible through Sales contact

V. Named Customer Contacts

1. Customer may designate up to the number of Named Customer Contacts specified in Annex A of this Support Policy and may make changes to its Named Customer Contacts by submit Customer Contacts change request to support@radicasys.com
2. Named Customer Contacts may report incidents on behalf of other authorized users of the Application Services within Customer's Organization, provided that the Named Customer Contact continuously acts as the intermediary between Radica and such authorized users, collaborating with Radica to resolve the reported incident and maintaining communication with all involved parties.

VI. Incident Submission

1. **How to submit incidents.** Unless otherwise specified in Ordering Document or SOW, incidents are to be submitted support@radicasys.com
2. **How to report an incident.** In order to expedite the resolution of incidents, Radica expects that Customer will make every attempt possible to:
 1. Provide information necessary to help Radica track, prioritize, reproduce, or investigate the incident, such as: Customer name and organization.
 2. Provide a full description of the issue and expected results.
 3. Categorize issues (general question, defect, feature request, etc)
 4. List steps to reproduce the issue and relevant data.
 5. Provide any applicable log files or console output (de-identified of sensitive data if appropriate).
 6. Provide exact wording of all issue-related error messages (screen cap would be appreciated).
 7. Describe any special circumstance surrounding the discovery of the issue, e.g., first occurrence or occurrence after a specific event.
3. **Customer cooperation.** Customer will provide information and access to Customer resources as reasonable required for Radica to provide Technical Support. Radica will be excused from any non-performance of its obligations hereunder to the extent any such non-performance is attributable to Customer's failure to cooperate as set forth herein.

VII. Incident Response & Closure

1. **Radica Incident Response.** For each incident reported by Customer in accordance with these procedures, Radica shall:
 1. Confirm receipt of the reported incident with an automated electronic acknowledgement.
 2. Set a Severity Level for the incident in accordance with the criteria below.
 3. Upon request of Customers, discuss Severity Level and ongoing communication time frame. Radica may modify the incident settings.
 4. Use commercially reasonable efforts to respond to the incident within the time specified in response expectation table.
 5. Analyze the incident and, as applicable, verify the existence of the problem(s) resulting in the incident, which may include requesting that Customer provide additional information, logs, and re-produce the issue to help identify the root cause and dependencies of the reported issue.
 6. Give Customer direction and assistance in resolving the incident.
 7. Keep a record of ongoing communications with Customer.
2. **Severity Levels.** Radica Technical Support personnel will assign a Severity Level to each incident based on the criteria below:

Level	Severity Level Definitions
Severity 1	Indicates a reported incident where Application Services is either completely inoperable or inaccessible to all of Customer's users.
Severity 2	Indicates a reported incident where the issue has severely impacted the performance of the Application Services' intended use as described in the user guide and is causing a material and adverse impact to the majority of Customer's users; or the Application Services is materially not operating within the functionality described in the user guide and it is impacting the majority of the Customer's users.
Severity 3	Indicates a reported incident where the issue has an impact on the performance and / or functionality of the Application Services as described in the user guide that is impacting the minority of the Customer's users.
Severity 4	Indicates all questions on how to use the Application Services.

3. **Closure of incidents.** After assigning a Severity Level, Radica will use commercially reasonable efforts to provide initial responses and updates based on the targets in response expectation table.

Level	Initial Response	Target Resolution Time	Permanent or Hot Fix (if necessary)
Severity 1	1 hour	Working on continuing basis until resolution is reached. Hourly update on resolution status will be provided.	Within 30 calendar days
Severity 2	2 hours	Within 1 – 4 normal business days of availability resolution, or temporary workaround	Within 60 calendar days
Severity 3	4 hours	Within 5 -10 normal business days of availability resolution, or temporary workaround or	Within next 1 or 2 scheduled release

		notification of the fix being available in a future release	
Severity 4	1 business day	Worked on a time available basis	As appropriate

* Radica provides responses and updates during business hours only. Target response times will correspondingly carry into subsequent business days.

Incidents shall be closed in the following manner:

1. For solvable issues: Depending on the nature of the issue, the resolution may take the form of an explanation, recommendation, usage instructions, workaround instructions, or advising Customer of an available fix.
2. In the event that custom or unsupported plug-ins or modules are used: Radica may ask, in the course of attempting to resolve the issue, that the Customer removes any unsupported plug-ins or modules. If the problem disappears upon removal of an unsupported plug-in or module, then Radica may consider the issue to be resolved. Supported plug-ins or modules should be defined in Ordering Document or SOW.
3. For issues outside of scope of Technical Support services: Radica may also close issues by identifying the incident as outside the scope of Technical Support (pursuant to Section III above).
4. Dormant Cases: Radica will consider an open case dormant (and may close the case) if the Named Customer Contact has not responded to two (2) attempts or more made by Radica to collect additional information required to solve the case. Customer may request incidents be re-opened for up to 30 days after case closure. At Radica's sole discretion, incidents will be re-opened for further investigation if the incident is deemed to be solvable.

Annex A to Technical Support Policy

I. Customer Information

Customer Name:

Support Effective Date:

II. Named Customer Contact

Nominated Contacts of the Customer for incident reporting to Radica

	1 st Contact	2 nd Contact
Name		
Email		
Telephone		

III. Escalation Point of Radica

In any event Customer would like to seek further assistance on reported incident, Customer may escalate the issue to below escalation point.

	1 st Escalation Point	2 nd Escalation Point
Name		
Email		
Telephone		