

SaaS Services Support Statement

last updated April 16, 2024

Statement Overview

Security People, Inc., dba Digilock designs, manufactures, and distributes electronic locks, controllers, and related goods (“Products”), and it offers cloud-based software under the service mark DigiLink (“SaaS Service”) for remotely accessing the Products. This SaaS Services Support Statement (“Statement”) outlines Digilock’s support of the SaaS Service to those Customers with paid subscriptions and who are current on all issued invoices (“Support”).

Periodic Review & Updates

This Statement will be periodically reviewed by Digilock and may be updated from time to time by Digilock and at Digilock’s sole option. Unless updated, the current Statement will remain in effect. The current version of this Statement shall be publicly available at www.digilock.com/support/supportstatement.pdf. Notification of any updates to the Statement will be made to Customer via email to the authorized administrators.

Standard Service Statement

1. *Support Scope*

Digilock provides Support 24 hours per day, five days per week. The following Support is available under this this Statement: telephone support, email support, scheduled live remote assistance, online chat support, and onsite support and service (additional costs may apply).

2. Customer Support Requests

2.1 Overview

Customer must place initial requests for Support via telephone or email as described below. Customer representatives must be reasonably available when resolving a service-related issue or request. Customer shall initially categorize the request according to Digilock's priority categories below, which shall be subject to recategorization by Digilock upon review.

- Level 1: general support, or issue causing a hindrance to some individual users where an acceptable workaround is available.
- Level 2: issue causing interruption to major processes affecting individual users and no workaround is available.
- Level 3: issue causing interruption to critical processes globally with no workaround.

2.2 Telephone & Email Support

Digilock will use commercially reasonable efforts to provide an initial response to the request under the timeframes below subject to Digilock's confirmation that the priority category selected was consistent with applicable definitions. Any request received outside of the listed hours will be considered received on the next business day, and response times are listed in business hours.

THE AMERICAS

Level	Response Team	Contact Information	Hours (PT)	Initial Response
1	Customer Success Staff	support@digilock.com (866)-712-7071	7:00am - 5:00pm	within 8 hours
2	Customer Success Lead	support@digilock.com (866)-712-7071	7:00am - 5:00pm	within 4 hours
3	Director of Product Management	support@digilock.com (866)-712-7071	7:00am - 5:00pm	within 4 hours

APAC REGION

Level	Response Team	Contact Information	Hours (HKT)	Initial Response
1	Customer Support Staff	support@digilock.asia (866)-699-9180	8:30am – 5:30pm	within 8 hours
2	Customer Support Staff	support@digilock.asia (866)-699-9180	8:30am – 5:30pm	within 4 hours
3	Director of Product Management	support@digilock.asia (866)-699-9180	8:30am – 5:30pm	within 4 hours

EMEA REGION AND INDIA

Level	Response Team	Contact Information	Hours (CET)	Initial Response
1	Customer Support Staff	support@digilock.eu (866)-696-0979	8:00am – 6:00pm	within 8 hours
2	Customer Support Staff	support@digilock.eu (866)-696-0979	8:00am – 6:00pm	within 4 hours
3	Director of Product Management	support@digilock.eu (866)-696-0979	8:00am – 6:00pm	within 4 hours

2.3 Timeframes for Addressing Issue

Once issues have been identified and prioritized, Digilock will use commercially reasonable efforts to address the issue within the below timeframes.

- Level 3: within 1-2 business days
- Level 2: within 10 business days
- Level 1: within 20 business days

For issues outside of Digilock's reasonable control and for those not resolvable within the above timeframes using commercially reasonable efforts, Digilock shall communicate status updates with Customer's authorized administrator on a regular basis.

2.4 On-line Chat and Onsite Support

On-line chat support is available between 7:00 AM and 5:00 PM Pacific Time Monday through Friday, excluding holidays. Onsite support and service may be available for troubleshooting issues, training, etc. at additional cost. Please reach out to discuss timing and costs.

3. Monthly Uptime

Digilock will use commercially reasonable efforts to make the SaaS Service available with a minimum uptime of 99.0% of each calendar month. The calculation of uptime will not include unavailability to the extent due to: (a) use of the SaaS Service by Customer in a manner not authorized in this Agreement or the applicable Documentation; (b) general Internet problems, force majeure events, or other factors outside of Digilock's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) third party systems, acts or omissions; or (e) scheduled maintenance or reasonable emergency maintenance. Scheduled maintenance is not expected to exceed eight (8) hours per month.

4. SaaS Service Updates

Updates to SaaS Services may be remotely deployed directly to the SaaS Services. Customer will be notified of updates to the SaaS Service via email to the authorized administrator. Digilock reserves the right to deploy urgent updates and patches that may disrupt services for short periods. Digilock may, at its sole option, cease providing updates and Support to older or obsolete Product operating systems or firmware.