



# **YUNO SERVICE LEVEL AGREEMENTS (SLA)**

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*Version: Premium Subscription v2.3.12*

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## 1. OVERVIEW

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This service level agreement defines and describes the daily operating procedures between Yuno and the Company in support of service stability.

The procedures described are based on processes that help ensure the efficient provision of service to the Company. This will ensure that the service operates to an agreed standard, is PCI DSS compliant, and that system and data integrity is maintained.

## 2. INCIDENT MANAGEMENT

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### 2.1 YUNO SERVICE DESK: ROLES AND RESPONSIBILITIES

- Provide a single point of entry to the Company for incidents, support requests and change requests, relating to the payment orchestration service and the functional and technical aspect of the services provided to the Company.
- Categorization and prioritization of incidents, support requests, investigation and diagnosis of incidents/technical problems for resolution and coordination with the Company team to close incidents and support requests.
- Provide response time in accordance with agreed service levels.
- Keep the Company updated on regular progress throughout the life of an incident.
- Notify the Company of any planned or emergency outages affecting Yuno production services.
- As necessary, establish escalation policies for identified critical or serious incidents.
- Customer service and support to the Company in the provision of Yuno's production systems and networks.
- Yuno uses Jira as a logging and tracking tool for recorded incidents.

## 2.2 INCIDENT MANAGEMENT CHANNELS

For any incident that needs to be reported to Yuno, an incident log will be generated at the Yuno service desk through the following channels that will be made available:



EMAIL: support@y.uno



Attention of calls or incidents through a telephone call: +17867553840

Yuno will continue to provide periodic incident status updates to the Company via email or telephone. Depending on the nature of an incident, it may be necessary to develop and implement a software solution in the application to correct the underlying cause. For each incident, a report must be submitted that determines the root cause and tracks the implementation of a permanent solution.

Yuno is responsible for proactively monitoring your applications, operating systems and databases. Any critical and high-intensity incidents, e.g. malicious, suspicious or disruptive events affecting Company services, will be notified to Company staff and will be tracked by Yuno Service Desk until closure.

For critical incidents, the Yuno Service Desk team will be available to respond according to the times set out in section 2.4.2.

## 2.3 INCIDENT MANAGEMENT

For any critical priority incident, the Yuno Service Desk team will generate an incident record and assign it to your support team, who will respond immediately and select necessary actions to minimize risk wherever possible. The incident priority can be modified if a change in urgency/impact is identified. See table 2.4.1.

It will be the responsibility of the Yuno team to keep the Company informed of incident updates periodically until the incident is resolved and closed.

### 2.3.1 SUPPORT REQUESTS

The following table shows Yuno's contacts for requesting support in case of any type of incident:

Name	Role	Contact
Yuno Service Desk	Support and attention to requirements and incidents	+178 675 538 40

### 2.3.2 CRITICAL ESCALATIONS PROCESS FOR YUNO

For critical incidents or requirements, Key Contacts for the Company scaled by level include:

NAME	Escalation Level	Title	Contact Details
xxx	xxx	xxx	xxx

The Key Contacts will be defined later by Yuno as part of onboarding.

### 2.3.3 THE COMPANY'S KEY CONTACTS FOR INCIDENT MANAGEMENT

This section seeks to define and list the Company's key personnel which should be notified regarding any incident. The Company's technical and functional support contacts will be defined later with Yuno:

Contact	Title and/or Area	Email
XX X		XX X
XX X		XX X
XX X		XX X
XX X		XX X
XX X		XX X

## 2.4 CLASSIFICATION OF INCIDENTS AND SERVICE LEVELS

### 2.4.1 INCIDENT CLASSIFICATION

Yuno will be responsible for logging, diagnosis and support based on incident classification as defined below:

Priority	Description	Examples
<b>Critical</b>	An incident has occurred which affects all payment processing.	They can't process 100% of payments
<b>High</b>	An incident which affects the main components of the service, including intermittently has occurred. However the platform works with certain limitations.	Approximately (~25%) of payments are not processing or have errors.  All of the Company's users are unable to access the dashboard.
<b>Medium</b>	An incident has occurred which is causing failures in the service or specific components. It has a limited impact on the Customer's business, operations or end users.	A group of users cannot access the dashboard.
<b>Low</b>	The main components of the service are working without limitations. However an incident is causing certain non-functional errors.	There are visual problems with Yuno's portal (non-functional).

### 2.4.2 CLASSIFICATION OF SERVICE LEVELS

Yuno will respond to incidents reported by the Company according to their seriousness at the following times:

Severity Level	Yuno's response time in business hours	Maximum required repair time	Update Frequency	Recommended Channel
Critical	Immediate response*	Resolution within 24 hours of incident notification.	30 min or each time that a relevant information is generated	Call
High	Immediate response*	48 hours of resolution from incident notification.	60 min or each time that a relevant information is generated	Call
Medium	1 hour for responding, classifying, and assigning	7 business days of resolution since incident notification.	Each time that a relevant information is generated	Email
Low	2 hours for responding, classifying, and assigning	Resolution within 15 working days from notification of the incident.	Each time that a relevant information is generated	Email

**Note:** \*Immediate response is defined as within the first 5 minutes of the incident.

## 2.5 PROACTIVE MONITORING

Yuno will be responsible for monitoring its platform (services and infrastructure) and will alert the Company in case of failures in its systems.

**Comment:** Subscribe to Yuno's Status Page: <https://status.y.uno/>

## 3.MAIN MEASURES

### AVAILABILITY SERVICE LEVELS

The Service Level metric will be calculated as the scheduled service time in a measurement window minus the total duration of unscheduled outages in the same measurement window divided by the scheduled service time in the measurement window, as follows:

$$\text{SERVICE LEVEL} = \frac{(\text{Scheduled service hours} - \text{Unscheduled interruptions})}{\text{Scheduled office hours}} \times 100$$

Component	Measured Service: Key Business Function	Expected Level of Service	Minimum Service Level
Service	Payment Orchestration Services	99,95%*	99,90%*

Note: Exclusions\*Yuno does not include in the calculation of downtime:

- Scheduled maintenance windows in which the expected unavailability has been communicated at least seven calendar days before the interruption, except in the case of emergency changes;
- Force majeure events;
- Company actions or omissions;
- Events arising from the Company's systems or any Company website;
- ISP or Internet outages outside of Yuno's control; any
- Interruptions Yuno considers reasonably necessary
- Incidents involving the Yuno platform with third-party dependencies (e.g. PSPs, Acquirers, Anti-Fraud, etc.)

## 4. RESPONSIBILITIES FOR NON-COMPLIANCE WITH SERVICE LEVELS

### PENALTY ACCORDING TO THE IMPACT OF FAILING TO COMPLY WITH SERVICE LEVELS

Yuno will use commercially reasonable efforts to make the Services available 99.90% or more of the time during any calendar month. Subject to the exclusions set out in the previous paragraph, interruption will be understood as any time when the Services are not available for a cause that is within Yuno's control. The availability rule does not apply to any feature of the Services that Yuno identifies as a "beta" feature or service.

If Yuno is unable to achieve the above percentage of availability, the Company will be entitled to receive a credit ("Service Credit") calculated as a percentage of the Subscription Fees. The increase in Service Credits is based on the number of outages added, as set forth below.

Service Level Metric		Service Degradation	Deduction percentage on the invoice for the month corresponding to the date of the incident
Key Business Function	Severity		
Payment orchestrator processing	By high priority or critical incident	Less than 99,90%	1%
		Less than 99,30%	4%
		Less than 99.00%	8%
		Less than 98.00%	10%

Service credits are non-transferable and will be issued in the currency used in the Purchase Order. To receive a Service Credit, Company must contact Yuno in writing within thirty (30) days of discontinuation and demonstrate, to Yuno's reasonable satisfaction, that Company's use of the Services has been negatively affected as a result of the interruption. Validated Service Credits will be applied to the next invoice pending payment to Yuno by the Company.

Notwithstanding any inconsistent terms herein, Service Credits are Company's sole and exclusive remedy for any interruption of Services.

## 5. MAINTENANCE AND PLANNED OUTAGES

In the event of planned outage or planned maintenance, Yuno will notify the Company via email seven calendar days prior to the event, in order to minimize service disruption, these maintenance must be agreed between both parties to mitigate impacts. These activities should be infrequent and planned during periods of low traffic. In the event of emergency maintenance, the Company will be contacted as soon as possible with the resolution and expected deadline. The notification will include:

1. The change record number for reference
2. Brief description of the change.
3. Date and time of planned implementation of the change
4. The impact of the expected service on the customer.



5. The Company will provide Yuno with contacts via email to be notified about possible maintenance and interruptions.

