



Support Agreement

Effective Date: March 26, 2020
Koopid Inc.

Revision History

Revision	Date	Description
0.01	3/1/202	First version
0.02	3/25/21	Severity definitions added. Support Response Times modified downward.

Support Agreement

This Support agreement (this "Agreement") sets forth Koopid's obligations and our customers' rights with respect to the performance of the Koopid Service.

Koopid and Koopid.ai provide websites, products and services that connect businesses and customers through messaging platform for customer service, sales, marketing, and other uses by Koopid customers (collectively "Koopid Services").

Support Methods

Koopid offers support to customers and partners through bot enabled web, with options for email or phone.

Support Types

Severity Level Definitions

- S1 Critical - Service is severely impacted (e.g service unavailable or severe user impact)
- S2 Major - Service is significantly impacted (e.g service degraded significantly or high rate of user-facing errors)
- S3 Minor - minor impact on service (e.g. intermittent user-facing errors or some performance degradation)
- S4 Enhancement - No degradation of service (e.g improvement or documentation request)

Standard Support

- S1 24 x 7
- S2 24 x 7
- S3 Monday through Friday by region (North America, APAC and EMEA) during standard business hours (8 am to 5 pm); excluding Koopid holidays
- S4 Monday through Friday by region (North America, APAC and EMEA) during standard business hours (8 am to 5 pm); excluding Koopid holidays

Support Response Times

Severity	Time to Response	Fix/Work around Availability	Escalation By Level	Status Updates on open items
S1 – Critical	1 Hour	4 Hours	Support Manager: Immediate VP: 8 Hours	Daily

			CPO: 1 Business Day	
S2 – Major	2 Hours	Next Business Day	Support Manager: Immediate VP: 1 Business Day CPO: 2 Business Days	Daily
S3 – Minor	1 Business Day	5 Business Days	Product team reviews Monthly	When Update available
S4 – Enhancement	5 Business Days	At Koopid's Discretion	Product team reviews Quarterly	When update available

Reporting a Support Issue

If you need to report a support issue, please follow the procedure below:

1. Create a Koopid support ticket using the bot interface at <https://help.koopid.ai>
 1. You will be asked to verify yourself by entering a registered email address with our support system. These are pre-approved emails for each customer account that Koopid maintains in the system
 2. Follow instructions to complete the support ticket and opt to talk to an agent if the issue reported is critical or needs additional information to be provided.
 3. If web is not available or you need to follow up on email: email dl-support-ext@koopid.ai
 4. If the above methods are not available, or you need to follow up on phone, you can reach the Koopid customer support phone numbers.
 1. North America: +1 650 240 1195
 2. APAC, EMEA: +91 80 471 89715

Exclusions

The Support Agreement does not apply to any Platform that expressly exclude this Support Agreement or any performance issues (i) caused by Force Majeure on the terms set forth in Koopid Terms of Service agreements, (ii) that resulted from Customer's equipment or third-party equipment, or both (not within the primary control of Koopid), or (iii) that otherwise resulted from Customer's violation of the Koopid Terms of Service agreement.

Exclusive Remedy

This Agreement states Customer's sole and exclusive remedy for any failure by Koopid to meet the Support Agreement.

Contact Us

Koopid welcomes your questions or comments regarding the Support Agreement:

Koopid, Inc.

Email address: support@koopid.ai

Effective as of March 11, 2021