FileHold Service Level Agreement (SLA) for Cloud Customers

FileHold Systems Inc. offers a technical support and product upgrade subscription known as "FileCare" to our Cloud customers. The FileHold Cloud is enterprise-grade software. Document storage is on solid state high-performance disks (SSD) that can go to 2TB. Storage on hard disk drive (HDD) can go to 32TB. The FileHold Cloud program fees include hosting, back up, and upgrades. This section describes the Service Level Agreement (SLA) for cloud deployments.

The FileHold Cloud Azure hosting environment consist of an infrastructure of hardware, software, network, and storage resources. These environments handle resource management and automatically manage the lifecycle of a hosted service based on defined requirements. The Azure hosting environments offer a 99% or greater monthly availability. Azure performs automatic OS and service patching which provides a resiliency to hardware failure. Azure and FileHold support a deployment model that enables upgrades to your application with minimal downtime. To learn more about the Azure hosting environment go to https://azure.microsoft.com/en-us/overview.

FileHold Cloud Support Methodology

Customers are supported in English using remote support services including email and web-based meeting tools. With a customer's approval, FileHold support logs on to the customer's system using remote control software. Support is available from 12:00 am to 4:00 pm Pacific time Monday to Friday excluding certain local holidays. Additional support can be scheduled on weekends or evenings by prior arrangement.

The support process starts when a FileHold software user contacts their internal help desk, IT support department, or FileHold reseller. If the customer's internal support or reseller determines the problem is related to the document management software and cannot help, they will register the issue with support@filehold.com. Emails to FileHold support are monitored by FileHold technical staff over 16 hours per day, Monday to Friday.

Issue Severity Definitions

- **Level 1 - Global severity** - All or most production users affected by an outage of functionality.

- **Level 2 - User severity** - One or a small number of production users affected by an outage of functionality.

- **Level 3 - Non-critical Severity** - A non-production or cosmetic issue, no significant effect on users or workaround available, or a product question.

FileHold Support Response Times

All support issues registered with FileHold support are assigned a unique support case number. The email will be responded to by a technical support team member by no later than noon of the next business day. In the response, it will be determined if the problem is related to the FileHold software or a third-party application. A severity level will be established.

- **Level 1 - Global severity:** Technical email communication will be initiated with the customer within 4 hours of severity determination. Continuous best efforts will be made to resolve the problem or until service is restored or until an interim remedy is implemented. The resolution objective is 1 business day.
- **Level 2 - User severity:** The source email communication will be initiated with the customer within 8 hours of severity determination. Best efforts to resolve the problem will be made with a resolution objective of 3 business days.
- **Level 3 – Non-Critical severity:** Email communication will be initiated with the customer within 16 hours of severity determination. Communication of the request will be made clear to the customers but resolution may wait until a future product release. If it is a product enhancement / feature request the customer may go to Suggest a Feature.

Customer Responsibilities for Cloud customers
- Report all problems via email to support@filehold.com with a description of the issue along with screen shots if possible.
- Take advantage of the FileHold Knowledge Base and the FileHold training programs to ensure staff are properly trained.

Post Subscription Data Retention

If a FileHold cloud subscription is terminated, FileHold will retain customer data for 30 days.
- Customers can retrieve their data prior to termination using built in software features for making local copies and exporting data. FileHold does not guarantee that these tools will have sufficient capacity to retrieve all data prior to termination.
- FileHold can provide customers' data in bulk FileHold-native-format including databases containing exclusively customer data and files in the customer repository locations for the cost of a two-hour professional services engagement. There may be additional charges if the volume of data exceeds the practical capacity of internet transfer technologies.
- Customers can engage FileHold in a time and materials professional services project to provide the data in a mutually agreed format.