

InterPayments

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SERVICE LEVEL AGREEMENTS

This Service Level Agreement ("SLA") applies to Customer or Partner's (as defined in the accompanying Order Form and/or MSA) use of the Services and/or PayLink EBPP during the Term. Except as otherwise provided herein, this SLA is subject to the terms of the Agreement.

1.0 Service Availability

1.1 "Service Availability" means the ability to use access and use the Services and/or PayLink EBPP by Customer or Partner.

1.2 Uptime Commitment. Subject to the uptime measurement procedure, InterPayments will use reasonable business practices to provide to a Service Availability uptime of at least ninety-nine and nine tenths percent (99.9%) of the time each calendar month.

1.3 Uptime Measurement Procedure. InterPayments will measure Service Availability uptime by checking the response of the InterPayments API. Every one (1) minute, a third-party service will attempt to access the InterPayments API. If the service does not receive a successful HTTP response – that is, a HTTP response code of 2XX or 3XX – then that will count as one minute of downtime. InterPayments will calculate the unavailability of the Services from the time that Customer or Partner reports such unavailability at support@interpayments.com.

InterPayments reserves the right to make reasonable changes to this measurement procedure. The calculation of uptime excludes: downtime caused by Customer or Partner acts or omissions, force majeure events, scheduled downtime, hackers or virus attacks, unavailability of InterPayments' cloud service providers or web hosting services, or emergency maintenance.

2.0 Service Scope and Support Hours. The following service parameters are the responsibility of InterPayments in the ongoing support of this Agreement:

2.1 Monitored Email Support. InterPayments provides 24 hours per day, 7 days per week email support. All email support should be addressed to support@interpayments.com.

2.2 Dedicated Phone Support. If requested InterPayments can provide phone support 7:00 am and 7:00 pm U.S. Central Time zone.

2.3 Acknowledgement and Update Target Response Times. Table in Schedule A outlines InterPayments' responsibilities with regards to service-related incidents.

2.4 Scheduled Maintenance Notifications. InterPayments has standing scheduled maintenance every Tuesday from 1am-3am U.S Central Time zone. InterPayments will notify Customer or Partners via email of impending non-scheduled maintenance with at least 24 hours of prior notice.

3.0 Surcharge Service API Time Outs: {This relates only to Surcharge Services.}

If the Transaction Fee API does not respond within 5 seconds (500 milliseconds), an automated time out will apply (with an HTTP 4XX response), resulting in a non-surcharge. This allows a payment to successfully authorize with the payment provider. This is only considered an outage if InterPayments has a record of receiving a Transaction Fee API call but no corresponding response.

SCHEDULE A – INTERPAYMENTS SURCHARGE SERVICES

Severity Level	Description	Target Acknowledgement Time	Ongoing Update
0	<p>Total Service outage</p> <p>AND/OR</p> <p><u>For Surcharging Services:</u> No or inaccurate surcharge calculation being delivered across >1 transaction</p>	<ul style="list-style-type: none"> • 1 hour 	2 hours
1	<p><u>For Surcharging Services:</u> Transaction Fee API average response time > 500 milliseconds</p>	<ul style="list-style-type: none"> • 2 hours 	2 hours
2	<p><u>For Surcharging Services:</u> Single instance of incorrect surcharge</p> <p>AND/OR</p> <p>Isolated outage on Customer Application integrated with InterPayments' Services</p>	<ul style="list-style-type: none"> • 2 hours 	24 hours
3	<p><u>For Surcharging:</u> Feature not available but functional or manual workaround exists.</p> <p>AND/OR</p> <p>Error code responses to non-transaction related APIs</p> <p>AND/OR</p> <p>Issue cannot be duplicated by Support within InterPayments systems.</p>	<ul style="list-style-type: none"> • 2 hours 	24 hours

4	Data presentment errors – typos, alignment, fonts, colors, etc. AND/OR Any feature/function not working but with a viable workaround .	• 2 hours	24 hours
5	New feature or change request. Data presentments change request. Merchant credential requests AND/OR training questions	• 2 hours	24 hours

SCHEDULE B – INTERPAYMENTS PAYLINK EBPP SERVICES (WHICH MAY INCLUDE SURCHARGE SERVICES)

Severity Level	Description	Target Acknowledgement Time	Ongoing Update
0	<p>Total Service outage</p> <p>AND/OR</p> <p><u>For Surcharging Services:</u> No or inaccurate surcharge calculation being delivered across >1 transaction</p> <p><u>For PayLink Services:</u> Failure to process 2 or more unique transactions in a 5-minute period</p>	<ul style="list-style-type: none"> • 1 hour 	2 hours
1	<p><u>For Surcharging Services:</u> Transaction Fee API average response time > 500 milliseconds</p> <p><u>For PayLink Services:</u> PayLink API/Application transaction and/or surcharge inaccurate or calculation response time > 500 milliseconds.</p>	<ul style="list-style-type: none"> • 2 hours 	2 hours
2	<p><u>For Surcharging Services:</u> Single instance of incorrect surcharge</p> <p>AND/OR</p> <p>Isolated outage on Customer Application integrated with InterPayments' Services</p> <p><u>For PayLink Services:</u> PayLink features are not functional and no work around exists.</p>	<ul style="list-style-type: none"> • 2 hours 	24 hours
3	<p><u>For Surcharging and PayLink Services:</u></p>	<ul style="list-style-type: none"> • 2 hours 	24 hours

	<p>Feature not available but functional or manual workaround exists</p> <p>AND/OR</p> <p>Error code responses to non-transaction related APIs Issue cannot be duplicated by Support within InterPayments systems</p>		
4	<p>Data presentment errors – typos, alignment, fonts, colors, etc.</p> <p>AND/OR</p> <p>Any feature/function not working but with a viable workaround.</p>	<ul style="list-style-type: none"> • 2 hours 	24 hours
5	<p>New feature or change request. Data presentments change request. Merchant credential requests AND/OR training questions</p>	<ul style="list-style-type: none"> • 2 hours 	24 hours