

Service-Level Agreement

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1. Support & Maintenance Services

Subject to the terms of the Agreement, the Company will provide maintenance and support services to the Client in connection with the use of the Platform and Software as specified below. The Company will provide the Support Services across three defined tiers -

- White-Glove Implementation Support (Tier 1),
- Help Desk Support (Tier 2), and
- Professional Services Support (Tier 3)

- each with a distinct scope, communication channel, and response timeline, as further described in Section 3 below. The Help Desk support tier is specifically designed to assist the Client in the resolution of errors, malfunctions, defects or nonconformities that cause the Platform and/or the Software to materially fail to operate in accordance with the specifications provided by the Company ("Errors"). The Support Services shall be provided subject to the condition that the Client is in compliance with the terms of the Agreement and the Platform and the Software is used in accordance with the terms of the Agreement, and the exemptions and limitations set out in the Agreement shall accordingly apply.

2. Business Hours

For the purposes of this policy and the Agreement, "Business Hours" are as defined in the table below. These are a single global standard applicable to all Clients and are not varied per Client. The applicable time zone, working days, and jurisdiction for public holiday exclusions are specified in the table below and shall be read as an integral part of all response and resolution time commitments set out in this policy.

Attribute	Standard Definition
Business Hours	8:00 AM - 7:00 PM (IST, GMT+5:30), Monday to Friday (excluding public holidays in India)
Working Days	Monday to Friday, excluding public holidays applicable in India.
Public Holidays	Support will not be available on gazetted public holidays in India. A list of excluded public holidays for the current calendar year will be shared with the Client upon request.
Exception	P1 - Very High severity incidents are covered 24x7 On-Call and are not restricted to Business Hours.

3. Support Service Tiers

The Company provides three distinct types of support to the Client, each with a defined scope, communication channel, and response timeline. The table below provides a consolidated overview. Detailed descriptions of each tier follow in Sections 3.1 to 3.3.

	Tier 1: White-Glove Implementation Support	Tier 2: Help Desk Support	Tier 3: Professional Services Support
Purpose	Hands-on onboarding, platform configuration, go-live readiness, and user training during the initial rollout period.	Resolution of platform errors, bugs, malfunctions, and degraded functionality reported by authorized users or admins.	Advisory assistance on platform configuration optimisation, feature discovery, new module exploration, and anonymised benchmarking against other clients.

Applicability	The full duration of the assigned Onboarding Period, including any extension block purchased (applicable for every Phase Activation Order that includes an onboarding fee). Delivered in accordance with the Onboarding Scope of Services.	Ongoing, from the Commencement Date. Applicable to all active modules throughout the term of the Agreement.	Ongoing, on-request basis. Available throughout the term of the Agreement.
Communication Channel	Dedicated WhatsApp Group (Taqtics Project Manager + designated Client contacts) and Email.	Email: support@taqtics.co	Email request to support@taqtics.co , followed by a scheduled video or voice call to deliver the engagement.
Acknowledgment Time	Within 2 (two) Business Hours of a request being raised during Business Hours.	Per Severity Level (see Section 4 - Error Severity & Response Matrix).	Within 1 (one) Business Day of the request being received by the Company.
Resolution / Delivery	Standard queries: same Business Day. Complex setup tasks: within 1 (one) Business Day.	Per Severity Level (see Section 4 - Error Severity & Response Matrix).	Scheduled engagement delivered within 3 (three) to 5 (five) Business Days of acknowledgment.
Operational Hours	Business Hours	Business Hours, except P1 - Very High severity which is covered 24x7 On-Call.	Business Hours
Who Can Raise Requests	Designated Client Project Lead or Admin(s) identified at the time of onboarding.	Any authorized admin or end-user of the Platform.	Designated Client Admin(s) or authorised senior stakeholders.
WhatsApp Channel	Active for the duration of the Onboarding Period only. The dedicated WhatsApp group will be archived upon completion of the Onboarding Period.	Not Applicable. All Help Desk requests must be submitted via email to ensure proper tracking and SLA accountability.	Not Applicable. All Professional Services requests must be initiated via email.

3.1 White-Glove Implementation Support

This tier is a time-bound, high-touch onboarding service included as part of the Client's implementation fee. It is available for the full duration of the assigned Onboarding Period, including any extension block purchased (or, for a phased rollout, the onboarding period applicable to that phase), and is delivered in accordance with the Onboarding Scope of Services published by the Company. During this period, a dedicated Taqtics Project Manager will provide proactive, hands-on support to ensure the successful configuration, deployment, and adoption of the Platform. Communication is facilitated through a dedicated WhatsApp Group and email for rapid, real-time coordination. The WhatsApp Group will be archived at the close of the Onboarding Period, after which all ongoing support transitions to the channels defined under Tier 2 and Tier 3 below.

3.2 Help Desk Support

This tier provides ongoing, reactive support for the resolution of platform errors, bugs, malfunctions, and functionality degradations reported by the Client. All requests must be submitted via email to support@taqtics.co. Requests are triaged and responded to based on the severity classification defined in Section 4 (Error Severity & Response Matrix). This tier is strictly for technical issue resolution and does not cover advisory, configuration, or guidance requests, which are handled under Tier 3.

3.3 Professional Services Support

This tier provides on-demand advisory support for Clients seeking guidance beyond technical error resolution. The scope includes, without limitation: (i) platform configuration review and optimisation; (ii) guidance on adopting additional modules or features; (iii) sharing of anonymised operational benchmarks and best practices from across the Taqtics client base; and (iv) workflow design and platform usage consultation. Requests must be initiated via email to support@taqtics.co. Upon acknowledgment, the Company will schedule a dedicated video or voice call to deliver the engagement within 3-5 Business Days. Professional Services engagements may be subject to additional fees where the scope falls outside the standard support obligations defined in this policy, as mutually agreed in writing.

4. Reporting of and Response to Errors (Help Desk)

4.1 The Client will notify and report an Error to the Company in the manner specified below. After reporting the Error, the Company shall send to the Client a confirmation of acceptance of the Error report within the time specified below during Business Hours. The notification/report of the Error shall include a detailed description of the malfunction of the Platform and/or the Software and, if possible, the functionality affected by the Error.

4.2 The Company will provide an initial response acknowledging each Error reported by the Client in accordance with the severity levels and response times identified below:

Severity Type	Response Time	Resolution Time	Min. SLA	Service Coverage
P1 - Very High	30 Minutes	8 Hours	97%	24x7 On-Call
P2 - High	1 Business Hour	1 Business Day	95%	Business Hours
P3 - Medium	1 Business Day	3 Business Days	90%	Business Hours
P4 - Low	2 Business Days	5 Business Days	90%	Business Hours

Severity	Definition
P1 - Very High	There is an emergency in which the Platform and the Software is inoperable or fails catastrophically and the Client's business has stopped because of the Error and requires immediate attention.
P2 - High	A high impact Error where the Platform and/or the Software is functioning, but in a degraded mode (i.e. the Error produces a detrimental situation in which performance of the Platform and/or the Software degrades substantially, such that there is a severe impact on use; the Software is usable, but materially incomplete; one or more mainline functions or commands is inoperable; or the use is otherwise significantly impacted).
P3 - Medium	The Client's business is not significantly impacted by the Error, but there continues to be an Error (i.e. the Error produces an inconvenient situation in which the Platform and/or the Software is usable, but does not provide a function in the most convenient or expeditious manner, and the Client suffers little or no significant impact).
P4 - Low	A request for information related to a minor Error (i.e. the Error produces a noticeable situation in which the use is affected in some way which is reasonably correctable).

5. Service Availability Commitment

5.1 Service Availability

The Company shall use commercially reasonable efforts to ensure that the Platform maintains a monthly uptime of at least 99.0%, excluding Scheduled Maintenance and Excluded Downtime (both as defined below). For the purposes of this policy:

(a) Uptime shall be calculated on a monthly basis as follows: $(\text{Total minutes in the relevant calendar month} - \text{Downtime}) \div \text{Total minutes in the relevant calendar month} \times 100$;

(b) "Downtime" means the total accumulated minutes during which the Services are fully unavailable to all, or substantially all, authorized users due solely to an issue within the direct control of the Company, as objectively measured and logged at the primary service endpoint or production environment controlled by the Company. Downtime shall exclude Scheduled Maintenance and Excluded Downtime and shall not include any intermittent, partial, localized, latency-related, browser-specific, device-specific, API-specific, integration-specific, or performance degradation issues that do not render the core production Services materially and completely unavailable to substantially all users;

(c) "Scheduled Maintenance" means any planned or preventative maintenance, upgrades, updates, patches, hotfixes, bug fixes, security remediations, vulnerability mitigation measures, infrastructure upgrades, configuration changes, database optimization, capacity enhancements, system migrations, integrations, performance tuning, or other routine or strategic service activities undertaken by the Company or its third-party service providers for the purpose of maintaining, supporting, enhancing, securing, or improving the stability, functionality, performance, scalability, or security of the Platform and/or Software; and

(d) "Excluded Downtime" means any period during which the Platform and/or Software is unavailable, inaccessible, interrupted, impaired, delayed, or materially degraded, in whole or in part, directly or indirectly, as a result of: (i) Scheduled Maintenance (including recurring or pre-designated maintenance windows) or Emergency Maintenance; (ii) any Force Majeure Event; (iii) failures, interruptions, latency, degradation, or outages attributable to third-party service providers or infrastructure not under the Company's direct operational control, including hosting providers, cloud infrastructure providers, data centres, internet service providers, telecommunications carriers, domain name services, content delivery networks, payment gateways, or other third-party platforms, tools, or integrations; (iv) any failure, misconfiguration, incompatibility, disruption, delay, or security issue arising from the Client's systems, hardware, software, devices, browsers, network connections, internet connectivity, APIs, integrations, configurations, customizations, or environments, or from misuse, negligence, unauthorized modifications, or breach of the Agreement by the Client or its users; (v) any suspension, restriction, throttling, or termination of Services by the Company in accordance with the Agreement, including for non-payment, suspected fraud, security risks, legal or regulatory compliance, or breach of contractual obligations; (vi) beta features, trial features, pilot programs, proof-of-concept deployments, or pre-release functionalities expressly designated as such; (vii) cyberattacks, hacking attempts, denial-of-service attacks, malware, ransomware, or other malicious acts or security incidents not resulting from the Company's gross negligence or wilful misconduct; (viii) downtime or degradation arising from data migration, onboarding, implementation activities, configuration changes, feature enablement, or modifications requested, approved, or initiated by the Client; or (ix) any other event, circumstance, or cause beyond the Company's reasonable control.

5.2 Service Credits

(a) Subject to the terms hereof, if monthly uptime falls below 99.0%, the Client shall be eligible for a service credit against the monthly recurring subscription fees for the affected Services for that month (excluding one-time fees, implementation fees, usage-based third-party charges, and applicable taxes) as follows:

Monthly Uptime Range	Service Credit
98.5% - 98.99%	2% credit on the affected month's invoice
98.0% - 98.49%	5% credit on the affected month's invoice
97.0% - 97.99%	8% credit on the affected month's invoice
Below 97.0%	10% credit on the affected month's invoice

(b) Service credits shall: (i) be applied as an adjustment in the subsequent billing cycle; (ii) not be redeemable for cash; and (iii) not exceed 10% (ten percent) of the applicable monthly recurring subscription fees for that month.

(c) To receive a service credit, the Client must submit a written request within 30 (thirty) days after the end of the month in which the uptime issue occurred. The request must include reasonable details of the incident(s). Failure to request the credit within the 30 (thirty) day period shall result in waiver of the claim for service credits for that month.

(d) Service credits shall constitute the Client's sole and exclusive remedy for any failure to meet the service availability commitment set out herein.

5.3 Contacting the Company

Attribute	Detail
Mode of Communication	The Client may obtain technical support via email by sending all requests to support@taqtics.co
Language	The Support Services will be provided in the English language.

6. Escalation Matrix

Level	Contact
Level 1	Initial contact through email: support@taqtics.co
Level 2	Escalation to a team leader through email: yuyutsu@taqtics.co

Level 3	Escalation to senior leadership through email: vivek@taqtics.co
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For P1 - Very High escalation outside Business Hours, contact the Level 3 escalation point directly.

7. Relationship to Other Documents

This policy is published by the Company and incorporated into the Terms & Conditions by reference. Onboarding delivery is governed by the Onboarding Scope of Services. Included Professional Services hours and other plan inclusions are set out in Annexure I of the applicable COF. Processing of personal data is governed by the Data Processing Addendum. In the event of inconsistency, the order of precedence set out in the COF applies.