



SUPPORT SERVICE STANDARDS

1. Introduction

This document sets out the support service standards available to users of the Opus platform (the “**Platform**”). It should be read in conjunction with the Opus Subscriber Agreement, Opus Expert Cloud Terms of Use, Opus Partner Marketplace Terms of Use, Opus Reseller Agreement, or Opus Enterprise Terms of Service (collectively, “**User Agreements**”) applicable to your use of the Platform. In the event of any conflict between these service standards and your User Agreement, the terms of your User Agreement shall prevail. The support services set out in these standards (“**Support Services**”) shall apply both to customer master accounts (“**Clients**”) and individual user accounts (“**Users**”, together with Clients “**Customers**”).

2. Service Tiers

The platform offers three “**Service Tiers**” governing the level of services received:

Standard	Premium	Premium Plus
<ul style="list-style-type: none"> - Basic support levels - Lowest surcharge 	<ul style="list-style-type: none"> - Priority support - Surcharge applies on a per-User basis 	<ul style="list-style-type: none"> - Enterprise-grade support - Only available to enterprise Customers

3. Helpdesk

Support Services shall be provided by Opus’ customer helpdesk. Means of contact are listed below:

Service tier	Contact channels
Standard	Email + Live Chat
Premium	Email + Live Chat + Enterprise Slack Connect
Premium +	Email + Live Chat + Enterprise Slack Connect + Telephone Support + Priority Routing to Dedicated TAM Support

Helpdesk operating hours are as set out below (all times in GMT+4):

Service tier	Operating hours
Standard	9am-5pm M-F (Business Hours)
Premium	8am-8pm M-F (Extended Business Hours)
Premium +	24/5

4. Uptime

“**Uptime**” refers to the proportion of time the Platform is live and able to deliver the workflow generation and automation services contained therein (the “**Services**”). An “**Outage**” refers to a period of time where the Platform is unavailable.

Service Tier	Uptime commitment
Standard	As-is / as-available
Premium	99%
Premium +	99.9%

If the Uptime commitment is not met, service credits shall be provided as the sole remedy. Outages caused by the outage of underlying third-party service providers (e.g. AWS, OpenAI) or force majeure events shall not be counted against the Uptime commitment.

5. Incidents

An “**Incident**” is a systematic or widespread event, other than an Outage, that adversely impacts Customers’ ability to use the Services. Incidents may be classed into three grades of severity:

Severity	Description
Severe	The Services are unusable and/or inoperable, resulting in a total disruption of the production environment or other critical impact on operations. No workaround is available.
Moderate	Major operations are severely restricted, although work can continue in a limited fashion. A workaround may or may not be available.
Minor	The product does not operate as designed, resulting in minor loss of usage. There is a minor impact on usage, or an acceptable workaround is deployed.

Customers select the severity level that most appropriately reflects an Incident’s current state. Initial response time begins upon the creation time stamp of the submitted support request. Resolution response

times begin from when the error is capable of reproduction by support. The initial response is either via an email, live chat / Slack Connect response or a phone call from AppliedAI. These response times are not a commitment, but a best effort practice to respond to support requests in a timely manner.

Severity level	Time to initial response		Time to resolution	
Severe	Standard	8 hours	Standard	4 business days
	Premium	4 hours	Premium	2 business days
	Premium +	30 minutes	Premium +	1 business day
Moderate	Standard	5 business days	Standard	20 business days
	Premium	1 business day	Premium	10 business days
	Premium +	4 hours	Premium +	5 business days
Minor	Standard	AppliedAI will post updates on the Platform	Standard	When a fix is available
	Premium	5 business days	Premium	20 business days
	Premium +	1 business day	Premium +	10 business days

AppliedAI reserves the right to reassign a severity level once problem diagnosis has commenced if it determines that such level has been inappropriately classified or after a preliminary solution has been provided.

6. Issues

An “**Issue**” is an isolated event that adversely impacts Customers’ ability to use the Services. Issues may be classed into four grades of severity:

Severity	Description
Severe	The Services are unusable and/or inoperable, resulting in a total disruption of the production environment or other critical impact on operations. No

	workaround is available.
Moderate	Major operations are severely restricted, although work can continue in a limited fashion. A workaround may or may not be available.
Minor	The product does not operate as designed, resulting in minor loss of usage. There is a minor impact on usage, or an acceptable workaround is deployed.
Query	There is no issue with the product and the Issue relates to a Customer query or request, such as a password reset or product enquiry.

Customers select the severity level that most appropriately reflects an Issue’s current state. Initial response time begins upon the creation time stamp of the submitted support request. Resolution response times begin from when the error is capable of reproduction by support. The initial response is either via an email, live chat / Slack Connect response or a phone call from AppliedAI. These response times are not a commitment, but a best effort practice to respond to support requests in a timely manner.

Severity level	Time to initial response	Time to resolution
Severe	Standard	8 hours
	Premium	4 hours
	Premium +	30 minutes
Moderate	Standard	5 business days
	Premium	1 business day
	Premium +	4 hours
Minor	Standard	AppliedAI will post updates on the Platform
	Premium	5 business days
	Premium +	1 business day

Query				
	Standard	20 business days	Standard	N/A
	Premium	5 business days	Premium	N/A
	Premium +	1 business day	Premium +	5 business days

AppliedAI reserves the right to reassign a severity level once problem diagnosis has commenced if it determines that such level has been inappropriately classified or after a preliminary solution has been provided.

7. Administrative

Any query relating to these standards can be sent to support@opus.com.

AppliedAI reserves the right to modify these standards at any time. Any such modification shall be communicated to you through the Platform and your email address associated with your user account.

8. Pricing & Commitment

Service Tier	Pricing	Min contract value	Minimum Commitment
Standard	12.5% of contract value	-	6 months
Premium	20% of contract value	USD 50,000	12 months
Premium Plus	40% of contract value**	USD 100,000	12 months