

RSUPPORT Service Level Agreement (SLA)

Service Level Agreement (SLA) for RemoteView(hereinafter referred to as "Remote Solution")

1. Purpose

- 1) This Service Level Agreement (hereinafter referred to as "SLA") establishes the service levels and evaluation criteria for the "Remote Solution" provided by "RSUPPORT" to the "Customer."
- 2) This "SLA" is provided as a supplementary document for the execution of the service provision contract.
- 3) Unless otherwise explicitly agreed upon between the "Customer" and "RSUPPORT," this SLA shall have binding force equivalent to the service provision contract and shall remain in effect until the termination of the service provision contract.
- 4) "RSUPPORT" reserves the right to modify the contents of this "SLA."

2. Definitions

- 1) "Service" refers to all services related to the "Remote Solution" developed and provided by "RSUPPORT" and made available to the "Customer."
- 2) "Customer" refers to the entity that uses the "Remote Solution" services under mutual agreement between "RSUPPORT" and the "Customer."
- 3) "Service Support and Maintenance" refers to the following services
 - ① Support necessary for troubleshooting and resolving issues with services developed and provided by "RSUPPORT"
 - ② Provision of support services to "Customers" using the service when issues occur with services developed and provided by "RSUPPORT," and resolution of service provision-related issues
 - ③ Feature additions and improvements mutually agreed upon between RSUPPORT and the Customer for the convenience of service provision
- 4) "Service Failure" refers to a state in which the "Remote Solution" service cannot be used normally.
- 5) "Monthly Uptime Percentage" is calculated by subtracting the percentage of time (in minutes) during which the "Remote Solution" service was unavailable during the applicable month from 100% (Monthly Uptime Percentage (%) = (Maximum Available Time (minutes) - Service Unavailable Time (minutes)) / (Maximum Available Time (minutes)) × 100). However, the measurement of Monthly Uptime Percentage excludes cases where advance notice was provided following prior consultation (scheduled maintenance, scheduled/unscheduled updates, emergency security inspections, etc.) and cases resulting from factors beyond "RSUPPORT's" control (force majeure such as unexpected failures in external telecommunications carrier networks, natural disasters, war, or national emergencies equivalent thereto).

3. Service Responsibility and Failure Compensation

- 1) "RSUPPORT" shall maintain a "Monthly Uptime Percentage" of 99.5% or higher for the "Remote Solution" services provided during the effective period of this "SLA" and shall make best efforts to achieve this standard.

- 2) In the event that "RSUPPORT" fails to meet the minimum "Monthly Uptime Percentage" standard specified in the preceding paragraph, "RSUPPORT" shall bear the following compensation liability for service failures:

Monthly Uptime Percentage (%)	Fee Reduction (Refund) Percentage (%)	Notes
99.0(or above) ~99.5(or below)	10	Fee reduction based on the applicable month's service usage fee or refund by the end of the month following the billing month (limited to claims filed and submitted within 30 days from the date of occurrence)
95.0~99.0(or below)	30	
95.0(or below)	50	

- 3) The above compensation procedure must be completed by filing and submitting a claim within 30 days from the date of occurrence, following the method separately provided by "RSUPPORT."

4. Service Operation and Management

- 1) This "SLA" applies to the "Remote Solution" services provided to the "Customer" through "RSUPPORT."
- 2) Performance indicators and evaluations not described in this "SLA" may be applied through separate written agreement between "RSUPPORT" and the "Customer."
- 3) The Service includes mobile applications and PC applications.
- 4) Detailed service support provided by "RSUPPORT" in relation to "Service Support and Maintenance" is as follows:
 - ① Operation and Monitoring
 - Operation of mobile apps and PC applications
 - Monitoring of service programs and environments as part of general operational tasks for the service environment
 - Notification for incident handling when failures occur
 - ② Service Management
 - Global server management (inspection, expansion, replacement, OS updates, etc.)
 - Service website management
 - Management of service failures and performance-related matters
 - Management of databases and hardware related to the service under "RSUPPORT's" ownership
 - ③ Failure Recovery
 - Response and notification when failures occur
 - Application recovery process
 - Data backup and periodic inspection
 - Limited to failures occurring in mobile app and service systems
 - ④ Data and Information Security
 - Support for contractual requirements regarding data and information security
 - ⑤ Incident Handling / Customer Support
 - Service failure handling and management support (in accordance with the Terms of Service between "RSUPPORT" and the "Customer")

- Technical support inquiries among service complaints related to failures received through the "Customer" shall be transferred to and handled by "RSUPPORT's" support center
- Failures shall be assigned severity levels according to the following criteria:

Severity Level	Description
Level 1	<ul style="list-style-type: none"> - System is not operational and no service functions are available - Security threats involving access to Customer (user) data by third parties (including service operation subcontractors)
Level 2	<ul style="list-style-type: none"> - Errors caused by any impact on service and auxiliary function availability - Major functions are unavailable, but resolution is possible through temporary workarounds
Level 3	<ul style="list-style-type: none"> - Minor issues or partial performance degradation of major functions - Very minor impact on Customer (user) experience
Level 4	<ul style="list-style-type: none"> - All functions are available but efficiency/performance is degraded - Not an RSUPPORT service error and has no impact on Customer (user) experience

5. Service Level Definition

- 1) "Available" means that "RSUPPORT's" service is accessible at any time during use and the service is not interrupted.
- 2) "Interruption" refers to a failure to use "RSUPPORT's" service. This includes total or partial inaccessibility of users to the service, with detailed meanings as follows:
 - Inability to access any essential elements required for Customer (user) sessions to function properly, including registration, authentication, synchronization, and access to and processing of Customer (user) data
- 3) The definition and criteria for "Response Time" related to "Service" failure handling are as follows:
 - ① **"Initial Response"** means:
 - The timeframe within which "RSUPPORT" contacts the "Customer" regarding a failure; that is, the time from the discovery of the initial failure symptom until "RSUPPORT" responds
 - ② **"Failure Correction (Failure Recovery)"** means:
 - The time required for "RSUPPORT" to correct the failure, excluding the time spent responding to the "Customer" to provide requested information
 - ③ **"Recovery Plan"** means:
 - The time required for "RSUPPORT" to provide a complete recovery plan to the "Customer"; that is, the time required for "RSUPPORT" to define the cause of the failure and explain the results in order to prevent recurrence of the issue
 - ④ The criteria for **"Response Time"** are as follows:

Severity Level	Initial Response	Failure Correction	Recovery Plan
Level 1	Within 1 hour	Within 8 hours on Korean business days	Within 24 hours
Level 2	Within 2 hours	Within 24 hours on Korean business days	Within 48 hours
Level 3	Within 3 days	Within 10 Korean business days	Next scheduled patch or mutually agreed date
Level 4	Within 7 days	Within 20 Korean business days	Next scheduled patch or mutually agreed date

4) The criteria and response levels for each “Service” level item are as follows:

Item	Description	Criteria	Notes
“Monthly Uptime Percentage”	Extent to which the service is available	99.5% or higher (Maintain monthly uptime percentage excluding scheduled maintenance)	Refer to Section 3 (Service Responsibility and Failure Compensation) for reference
Failure Recovery	Handling of Severity Level 1	100% resolution within 8 hours	Based on Korean business days
	Handling of Severity Level 2	100% resolution within 24 hours	
	Handling of Severity Level 3	Resolution according to scheduled patch or mutually agreed date	
	Handling of Severity Level 4	Resolution according to scheduled patch or mutually agreed date	
Customer (User) Support	Customer (User) Service and Technical Inquiries	Email <ul style="list-style-type: none"> - Response within 48 hours of receipt - Email notification 12 hours in advance in case of response delay 	Based on Korean business days
	Failure VOC	Email <ul style="list-style-type: none"> - Response within 48 hours of receipt - Global support provided in English only - Details delivered through pre-agreed method with "Customer" - Notification of failure correction and recovery plan according to severity criteria after receipt Phone <ul style="list-style-type: none"> - Available during Korean business hours - Notification of correction time - Separate response to relevant Customer (user) after correction 	
Data Retention	Monthly data retention	Monthly data backup	
Inspection	Update	Updates and system inspections every 2-3 months	

- 5) The notification criteria for "Service Support and Maintenance" activities are as follows:
- ① "RSUPPORT" shall notify the "Customer" via phone or email regarding the nature, duration, and resolution method of all service interruptions.
 - ② "RSUPPORT" shall notify the "Customer" via phone or email of the nature and duration of all scheduled maintenance activities at least 7 business days in advance
 - ③ If the "Customer" requests a "Root Cause Analysis Report" following a service interruption, "RSUPPORT" shall provide the "Customer" with a "Root Cause Analysis Report" including a corrective action plan within 7 business days.