

Support Plan & Service Level Agreement

This SendBird, Support Plan & Service Level Agreement ("SLA") governs the use of the SendBird software under the terms of the SendBird License Agreement (the "Agreement") between SendBird and user of the SendBird software ("you" or Customer). This Agreement applies to each account using the SendBird Software. SendBird's support obligations herein are subject to Customers reasonably cooperation and full compliance with the terms of this SLA and the Agreement, including but not limited to timely payment. Capitalized terms will have the meaning specified in the Agreement. SendBird reserves the right to change the terms of this Agreement in accordance with the Agreement.

1. Service Commitment

SendBird will use commercially reasonable efforts to make the SendBird system available 99.9% of the time. In the event, SendBird does not meet the goal of 99.9% availability in a given month ("Monthly Uptime Percentage"), you will be eligible to receive a Service Credit as described below.

2. Definitions

2.1 "Unavailable Time" means the SendBird Services are not accessible; provided that service issues or outages relating to any Allowable Downtime shall not be deemed as Unavailable Time.

2.2 " Allowable Downtime" means unavailability due to (i) Customer's systems or infrastructure; (ii) any act or omission by Customer that was not directed by SendBird in writing or consistent with SendBird's Documentation or the Agreement; (iii) any failure to act by Customer as reasonably directed by SendBird; (iv) 3rd-party infrastructures being used by SendBird or Customer (such as AWS, Google, Microsoft and or other server/cloud infrastructure and other general infrastructure e.g. electricity broadband) as part of the SendBird Services, wherein such unavailability was not proximately caused by SendBird's negligent act or breach of the Agreement; (v) a force majeure event; or (iv) scheduled downtime.

2.3 “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of 1-minute periods during the month which the application was in a state of Unavailable Time

- Formula:

Monthly Uptime % shall be equal to: $100 * (\text{Total minutes per calendar month} - \text{Unavailable Time}) / (\text{Total minutes per calendar month} - \text{Allowable Downtime})$.

2.4 “Service Credit” is a dollar credit, calculated as set forth below, that SendBird may credit back to an eligible Customer account. For a calendar month where the Monthly Uptime Percentage, as identified by SendBird, at its sole discretion after confirming the nature and accuracy of the Unavailable Time, is less than 99.9%, Sendbird will credit Customer’s account on the following month, pro-rata hourly as defined as follows:

The monthly percentage credit is equal to the rate in the following table:

Monthly Uptime Percentage	Credit for monthly fees
99.9 to 99.5%	3%
Less than 99.5%	7%

- Service Credit shall be issued to Customer’s account for future use only. No refunds or cash value will be provided. Service Credits may not be transferred or applied to any other account.

2.4 “Business Hour” means each hour during a Business Day.

2.5 “Business Day” means 8:00 a.m. and 5:00 p.m. in time zone selected by Customer (PT, KST, or GMT) Monday through Friday, excluding local public holidays.

2.6 “Support Case” means an open support ticket with severity level P1, P2, or P3, each as defined in the Support Case Severity Definition Table below.

“Support Case Priority Definition Table

Priority Level	Description
P1	<p>Key functionality impaired in production; No Workaround</p> <ul style="list-style-type: none"> • Only applies to apps in production for key functionalities. • Represents a complete loss of service and no workaround exists.
P2	<p>Moderate impact in production with workaround</p> <ul style="list-style-type: none"> • Only applies to apps in production • Includes intermittent issues and reduced quality of service in production. • A workaround may be available.
P3	<p>General Issue</p> <ul style="list-style-type: none"> • Includes bugs and development issues and product questions • The feature in the early access program is not applied.

** Please feel free to submit enhancement requests through a support ticket, but please note that any enhancement requests will not be subject to this SLA.*

3. Support Hours

L1	L2	L3	L4
8x5 Business Hours	8x5 Business Hours	P1: 24x7x365 P2,P3: 8x5 Business Hours	P1: 24x7x365 P2: 24x7x365 P3: 8x5 Business Hours

4. Customer Obligations

- Promptly upon discovery of an issue, Customer must submit a support ticket promptly either through SendBird's web-based support form or by sending an email to support@sendbird.com. Once completed and received by SendBird, this will create a Support Case.

- Customer shall designate at least one primary and one alternate contact personnel, to interface with SendBird about support services provided under this Agreement.
- Customer is required to cooperate with SendBird in a reasonable and timely manner in connection with SendBird's performance hereunder. This includes, but not limited to, the undertaking of any diagnostic or corrective action requested by SendBird and providing all requested information in a timely fashion.
- Customer shall regularly maintain all equipment and connectivity necessary to operate the SendBird software (“Necessary Systems”). Prior to escalation of any issue to SendBird, it is Customer’s responsibility to conduct an evaluation of the function of the Necessary Systems to determine if non-operation is causing the issue.

5. Support Case Response

Upon receipt of a Support Case, SendBird shall provide the Customer with an acknowledgment that it has received such Support Case (a “Response”). SendBird will provide the Customer with a Response to each support case in accordance with the table below. SendBird will use commercially reasonable efforts to promptly resolve each support case. Actual resolution time will depend on the nature of the support case and the resolution. A resolution may consist of a fix, workaround or other solution in SendBird’s reasonable determination.

Support Case Response Time

	L1	L2	L3	L4
P1	3 Business Hours	2 Business Hours	1 Hour (24x7)	1 Hour (24x7)
P2	6 Business Hours	4 Business Hours	3 Business Hours	3 Hours (24x7)
P3	16 Business Hours	8 Business Hours	6 Business Hours	6 Business Hours

6. Support Program Details

L3/L4 Support Plan

- API Statuspage
- Emergency hotlines
- Slack support (L3: optional add-on with additional fee; included with L4)
- Customer success manager
- Quarterly business review

7. Sole Remedy

Service Credits shall be your sole and exclusive remedy for any unavailability or nonperformance of the SendBird Service or other failure by SendBird to provide the SendBird Services