

## **Product Support Service Level Agreement**

Version: 5.0

Release: 2025/08/29

This agreement is a Service Level Agreement (SLA) between Onward Security Corporation (hereinafter referred to as "we" or "the company") and the customer (hereinafter referred to as "you"). The purpose of this agreement is to define our service level commitments to ensure that the quality of service we provide meets the customer expectations and is guaranteed.

### **Scope**

This SLA applies to the following products:

- HERCULES SecSAM: including cloud service software or locally installed software.

None of the above includes end-user hardware, test environments, and device under test used by the customers.

This SLA applies to the customers with active maintenance contracts, including:

- New product licenses with accompanying maintenance contracts.
- Renewed contracts.
- Newly purchased maintenance contracts.

### **Product Support**

Product support includes assistance with recommended configurations for paid product, assistance in resolving issues during product software upgrades, recommended configuration solutions for testing environments, and support for the situations where product defects prevent normal operation.

Product support does not include repairing and resolving security vulnerabilities of device under test (DUT), setting up related configurations or derivative issues for device under test and auxiliary device, the customer testing environments builds and customized parameter settings, remotely operating on the customer-side environments, warranties for device under test, auxiliary device, and product accessories.

### **Service Availability**

The availability target for this service is to achieve 98% of normal operating time each month. When calculating service availability, the following situations will not be considered:

- System downtime or service interruption during scheduled maintenance time.
- System downtime or service interruption caused by hardware issues which is procurement assistance or user-provided.
- System downtime or service interruption caused by cloud service providers or third-party service providers.
- System downtime or service interruption caused by other uncontrollable factors such as network issues, power issues, or hardware failures.

### **Service Maintenance and Upgrades**

The company will notice by e-mail to the customers regarding the service interruption for product software upgrades to ensure that the customers have enough time to prepare and adjust.

### **Disclaimer**

We will strive to provide stable and reliable product support services, but will not be responsible for any data loss caused by hardware failures or third-party service providers.

### **Business Hours and Response Time**

The company headquarters are located in Taipei, Taiwan. Our business hours are Monday to Friday, 9:00 am to 5:00 pm Taipei time (UTC+8). Product support services do not cover Taiwan's national holidays.

During business hours, we will respond within 24 hours after receiving a customer request. If a request is received outside of business hours, we will respond within 24 hours after the start of business hours. The response time will be calculated based on the time of the last customer request.

To help us investigate and provide solutions as quickly as possible, please provide relevant information as possible, including:

- Test item numbers or specific issues requiring support.
- The name and version of the product.
- The hardware version of the product hosting.
- The operating system and web browser version.
- All information about the issue you are experiencing, including log files, reproduction steps, screen shots, etc.
- Any repair attempts that have been made.

### **Contact Information**

Welcome to contact us through the following channels: business window or email (support.onward@dekra.com).

### **Agreement Revision**

The latest version of this agreement will be maintained on the official website and will be updated without separate notice. We recommend that you check for updates every six months. If you continue to use our products or services after the agreement update, it indicates that you agree to the new terms of the agreement.