Service Level Agreement (SLA)

General

This document describes the Juganu Standard Service Level Agreement (SLA) and sets forth the terms and conditions applying to Juganu' Support & Maintenance services for the hardware ("**HW**") and software ("**SW**") which are made available by Juganu with its lightning products under the terms of any commercial agreement executed between Juganu and the client which is a party to such agreement (the "**Order Form**" and the "**Client**" respectively).

For the purposes of this SLA, the term Client shall be deemed to include a reseller, distributor, and the System Integrator (SI) , as indicated in the Order Form.

Juganu will provide support to the Client for the period of warranty on the hardware (HW) or as set in the Order Form for SW, and if the fees for such services are paid by the Client on time (the "**SLA Period**").

HOURS OF OPERATION.

Support is available during business hours 9:00 AM-5PM local business hours Monday-Friday, excluding national holidays.

Should different support hours or response times be required, this option is available and will be discussed and agreed upon on a case-by-case basis

Submitting a Support Case

All support requests shall be submitted via the dedicated Juganu Support Email (Support@juganu.com).
Requests will be actioned upon within the business hours detailed above and in accordance with the issue classification and response priority:

Support Case Classification and Actions
Issue can be classified as one of the below:
1. **Lighting**
2. **Public Wi-Fi**
3. **Video stream**
4. **Analytics and UI**

ERROR CLASSIFICATION

Response priorities definition	
Response Priority	Description
Critical	An urgent issue is one in which critical functions are blocked, there are no workarounds (e.g. major outage in lighting or video)
Major	Affects a key service, causing service degradation or partial unavailability
Minor	Affects non-essential features or users with minimal overall impact

- *Note that for Juganu to be able to troubleshoot HW issues and trouble shoot and resolve **Analytics/network issue** issues, it may require to have remote access to the end customer network and to the Juganu products .*
- Days mentioned are business days and for remote support only. Should on-site support be required – travel time and cost will be provided per case.

SW ERROR DEFINITION
An "error" means a reproducible malfunction in the SW that is reported by Client that prevents the SW from performing in accordance with the operating specifications described in the then-current Documentation.

HW ERROR DEFINITION
An "error" means a malfunction in the hardware that is reported by Client after tier 1 and tier 2 efforts to resolve the issue define that the error is due to malfunctioning HW. A common HW error verification method is that by replacing the HW the error is resolved.
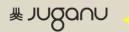
AUTHORIZED SUPPORT CONTACTS
Maintenance and Support will be provided solely to Client's designated support contacts who have the right level of expertise to open a ticket to Juganu. The Order Form must indicate a maximum number of up to two designated support contacts for Client's service level. Client will provide its designated support contacts, including its primary email address.

CLIENT'S OBLIGATION TO ASSIST
If Client reports a purported error in the SW to Juganu, Juganu ticketing system will request from the Client to share the following minimum information:
- A general description of the operating environment
- A list of all hardware components, operating systems and networks
- A reproducible test case
- Any log files, trace and systems files

Client's failure to provide this information may prevent or significantly delay Juganu's ability to identify and fix the reported error. Juganu's time to respond to any error will begin when Juganu has received all requested information from the Client and is able to reproduce the error.

SW ERROR RESOLUTION

During the SLA period, Juganu shall repair an error in the version of the SW that Client is currently using. Following Juganu SLA Period If Juganu determines there is an error in the SW, Juganu may, at its sole option repair that error in the version of the Software that Client is currently using, or instruct Client to install a newer version of the SW with that error repaired. Juganu reserves the right to provide Client with a workaround in lieu of fixing an error.

SW UPDATES AND UPGRADES. Client must be current on maintenance fees in order to receive access to Maintenance.

RESPONSE TIME. Juganu shall respond to error tickets in accordance with the tables set forth below. Juganu will use commercially reasonable means to repair the error and keep Client informed of progress. Juganu makes no representations as to when a full resolution of the error may be made.

HW ERROR RESOLUTION

HW error resolution is via the RMA process as defined in Juganu's website, this can be done for both items under warranty terms at https://juganu.com/warranty , and for item not covered by warrant at the Client's expense. Juganu obligation to resolve any error shall only apply provided Juganu received a signed confirmation regarding Client's compliance with Juganu's installation instructions.

SW Support Response Times

The below table shows support level response-time per response priority when Juganu offices or local support provider are operating.

Critical	
Acknowledgement	30 minutes
Workaround	2 hours
Solution	7 days
Major	
Acknowledgement	Next business day
Workaround	2 days
Solution	14 days
Minor	
Acknowledgement	Next business day
Response to client	5 days
Solution	30 days

This SLA applies to Juganu SW, equipment or services; and does not apply to: • when the problem results from: o Using equipment, SW or service(s) in a way that is not specified in the product documentation. o Making changes to the configuration that is not approved by Juganu. o Making changes to Customer operated equipment, network or non-Juganu supplied software. o Not performing, or has prevented Juganu from performing where obligated, required maintenance and update tasks.

HW Support Response Times

The RMA cycle may take up to 4 months, so it is recommended that the Client purchase a sufficient quantity of spare items to cover this period. A minimum of 5% spare parts is recommended.

Contact us at: support@juganu.com