

Service Level Agreement

FLASHTALKING SERVICE LEVEL AGREEMENT VERSION 1.1

SUPPORT BY PRODUCT

Hub Login: Please use the “forgot password” tool at <https://hub.flashtalking.net>

Campaign Manager: Please reach out to your assigned Campaign or Account Manager via email or phone or visit support.flashtalking.com to view the knowledge base and submit a support request

Creative Manager: Please reach out to your assigned support personnel or email our support teams below by region

Australia	Studioau@flashtalking.com
Germany	De.studio@flashtalking.com
Netherlands	Nl.studio@flashtalking.com
United Kingdom	Uk.studio@flashtalking.com
United States	Technicalservicesus@flashtalking.com

All Other Products: Please reach out to your assigned Campaign or Account manager

BUSINESS HOURS

Flashtalking support is available Monday – Friday, with business hours defined as 9am to 5:30pm local time.

DOCUMENTING THE ESCALATION

To assist in expediting the resolution of the support request, the following details should be provided:

- Identification of which product where the issue occurred
- Description of the issue including browser
- User ID/Name
- Any additional details that might help with addressing the issue

MAINTENANCE WINDOWS

Flashtalking reserves the right to perform regular maintenance and/or UI upgrades. The customer shall be informed about any scheduled and non-scheduled downtime time and duration in advance.

Severity Levels

This is intended to be a general overview of how Flashtalking categorizes issues and standard response times. Client agreements supersede the below information.

Severity Level	Example Issues	Response
Severity 1 (System-wide Emergency Issue)	<ul style="list-style-type: none">• Inability to access UI• Service not responding across one or multiple network nodes	<ul style="list-style-type: none">• Within 30 minutes after confirmation of communication• Ongoing until the incident is resolved• Standard four (4) hours for a fix or workaround
Severity 2 (Urgent Issue)	<ul style="list-style-type: none">• Incorrect Creatives displayed• Inability to save changes	<ul style="list-style-type: none">• Within 30 minutes after confirmation of communication• Ongoing until the incident is resolved• Standard eight (8) hours for a fix or workaround
Severity 3 (Standard issue)	<ul style="list-style-type: none">• Assistance with UI Operations• Inability to provide timely reporting data• Most client requests	<ul style="list-style-type: none">• Within 2 hours after confirmation of communication• Standard twelve (12) hours for an existing fix or within twenty-four (24) hours if fix does not exist after or within a shorter timeframe as the parties may otherwise agree
Severity 4 (Minor Issue, Impactful)	<ul style="list-style-type: none">• User needs manual password reset• User requires help modifying an existing Campaign or Creative	<ul style="list-style-type: none">• Within 6 hours after confirmation of communication• Resolution within one (1) business day
Severity 5 (Minor issue, Non-Impactful)	<ul style="list-style-type: none">• Error messages that do not fall into other severity levels that do not impact work performed• User Interface bugs	<ul style="list-style-type: none">• Within 24 hours after confirmation of communication• Resolution of notification period within two (2) business days/may include next release

AVAILABILITY OF SERVICES

Ad Serving/Dynamic Creative

Term	Definition	Service Level
Availability	<i>Percent Uptime = (Hours of Operations less scheduled Downtime) / (Hours of Operation using third party monitoring solution)</i>	Minimum acceptable rate = 99.9% over the Measurement Period
Transaction Response Time	<i>Time between the Client making the service call and Client receiving a fully formed response</i>	Minimum acceptable rate = < 3 seconds over a period of one (1) month as per frequency defined in client agreement. Determining factors are response type and data payload including database and attribution calls defined in agreement

All other support tools including HUB UI, Campaign/Creative Manager, Reports, Encore, fTrack:

Term	Definition	Service Level
Availability	<i>Percent Uptime = (Hours of Operations less scheduled Downtime) / (Hours of Operation using third party monitoring solution)</i>	Minimum acceptable rate = 99.8% over the Measurement Period