

## Appendix

# vFairs Service Level Agreement ("SLA")

### Introduction

As part of the vFairs platform, vFairs, LLC ("vFairs") provides:

- A Hosting Service with related components. VFairs solution is hosted on Amazon AWS with zone located in us-east-1d - North Virginia, USA
- A maintenance service for the Platform including both corrective maintenance and enhancements.
- A customer support service for the Application and Platform

This document outlines the terms under which these services are offered and the associated service levels.

## 1. Hosting Services

### 1.1- CUSTOMER ENVIRONMENT DEFINITION

#### Customer Resources

As part of the Hosting Service and platform, each customer will have the following resources:

Resources	Availability
<b>Application</b>	
Dedicated Application Server Instance	Yes
Application Database management (monitoring, tuning, configuration, backup/recovery)	Yes
<b>Customer data</b>	
Dedicated logically segregated database structure	Yes
Dedicated database access pools	Yes
Dedicated access logs	Yes
<b>Network resources</b>	
Delivery of contents using specialized CDN service provider for the hosted site images and client side scripts	Yes
Security behind redundant Firewalls	Yes
Availability using redundant load balancers	Optional
<b>Hosting Infrastructure</b>	
Secured Facility (24X7) surveillance, secured access, motion detectors	Yes
Redundant power (grid power supply, UPS, Power breakers, Parallel Battery, Diesel power generators)	Yes
Redundant first Tier carriers	Yes

### 1.2- SERVICE AVAILABILITY

vFairs will use commercially reasonable efforts in terms of redundancy, monitoring and platform management to provide the following service availability outside of planned maintenance windows as described in this SLA:

Service availability <sup>1</sup>		
0:00-0:00	(GMT), Monday to Friday	99.95 %
0:00-0:00	(GMT), 7 days a week	99 %

<sup>1</sup> As measured over a contract subscription period and does not include scheduled maintenance time.

The Service is deemed unavailable when access to the login page is not possible from all public networks and confirmed by vFairs technical staff.

## 2. Security Infrastructure

### 2.1- DATA PRIVACY

vFairs will constantly ensure the use of commercially reasonable technology and procedures at its disposal designed for the security of the data hosted.

### 2.2- SECURITY INFRASTRUCTURE

The following section provides details of current security infrastructure at vFairs's hosting facilities which includes:

Intrusion detection services	Yes
Security monitoring	Yes
Security enforcement	Yes
Back up services	Yes
Restricted Physical Access	Yes
Restricted Network Access	Yes
Secured Data Access	Yes

#### Infrastructure

Load balanced firewalls  
Redundant HTTP Load Balancers  
Isolated public/private LANs  
Content Delivery network.  
Standby Database/Application

### 2.3- SECURITY MONITORING DESCRIPTION

#### Firewall

Real-time detection with IDS Identifies threats from unauthorized users, back-door attackers and hackers  
Data collected through firewalls, detection sensors and VPN devices instantly terminate any unauthorized sessions.  
No Emails relaying  
No long-timeout URL

#### System logs

System logs on web services up to one week old.  
Continuous error log parsing for immediate issue resolution.

#### System 24/7 monitoring

Firewall services  
LAN traffic  
Load balancer services  
Site availability services

#### Security enforcement description

User login  
User session establishment  
Use of 40, 56 or 1024 bits certificates (Optional)  
Use of authorized Trusted Mode connection gateway  
Session timeout for inactive users

### 2.4 SYSTEM BACKUP

#### Backup data

Complete Customer data  
Document attachments (If applicable).  
User profiles (If applicable)  
System logs  
Search agents

### Backup execution

Backups are performed in a hot backup mode (i.e. no interruption of access to the Platform), on a daily basis. The degradation of performances related to the backup process is negligible. Backups are incremental. Restoration is provided in case of a major damage on the production Platform.

### Backup tapes retention duration

All backups are run on a daily basis, including weekends. vFairs also performs a full backup of the system on a weekly basis.

## 2.5 RECOVERY TIME ON MAJOR FAILURE

The main components of the platform are designed to be redundant with active fail over capacity. In the event of a major failure, the following recovery time are applied:

Severity	Work begins within	Estimated Resolution Time
Critical	Within 30 Minutes	3 hours
Major	Within 1 Hour	8 business hours
Minor	As per priority of the client	As per mutually agreed release schedule

### Exceptions in maintenance policy on Application

In the event of a major technical issue or breakdown by the provider of third party software or services being used in the production platform of a given release, vFairs has the right not to provide fixes on “Critical” severity incident, provided another release that includes the fix can be made available to the customer.

## 2.6 MAINTENANCE PATCHES

Maintenance patches provides bug fixes, performance and SLA improvement through patches

Additional features and change requests might also be added, based on market needs. Such features and change requests do not impact the current configuration of the customer, nor require additional training.

Release notes that describe the new features and changes requests, as well bugs being fixed are communicated to the system administrator after the patch is deployed.

### Patch category

There are 2 categories of patches:

Normal patches include fixes on critical/major/minor severity bugs, as well as a combination of change requests and small features. These maintenance patches are deployed weekly during the maintenance window.

Emergency patches include fixes on issues that are qualified as urgent by vFairs, or related to high severity bugs, security threats, performance, or availability. Emergency patches are deployed as required.

### Release process

Maintenance patches are deployed as required for all customers of a given release. Deployment occurs preferably in low system traffic time. The deployment is most of the time automatic. All existing setup and data will be kept as it.

No user or administrator intervention. This does not require any manual intervention of customer administrator.

## 3. Data Ownership and Access

### 3.1 Data Ownership

All user data generated by the customer pursuant to the provision of services in the contract shall be owned exclusively by the customer.

### 3.2 Data Retention

User data will be held only as long as is necessary to implement, administer and manage the customer’s use of the vFairs platform. Once the contract between the two companies expires, all user and reporting data can be deleted from vFairs servers and backups upon Customer request. The customer can also submit a written request to delete this data at any time. Once the data is deleted, vFairs can provide an official data destruction certificate upon request.

### 3.3 Data access

The customer will always have full access to user and reporting data. Access for vFairs team members will be granted as needed on the principle of least privilege only to provide service to the Customer. At no point vFairs use this data for any other purpose than to serve the Customers and its user as per the event needs.

### 3.4 General Data Protection Regulation (GDPR)

Customers can request to enforce GDPR on all standard registration pages as a default measure to confirm lawful consent so that event attendees take control of the data they choose to share. Customer should provide the terms and conditions and privacy policy that users should comply based on the intent Customers plan to use the data collected by the users. vFairs comply with GDPR guidelines and upon customer request will enforce GDPR on all standard registration pages as a default measure to confirm lawful consent so that customer event attendees take control of the data they choose to share. It is Customer's responsibility to provide the privacy policy and terms and conditions that Customer attendees should comply to upon registering for the event.

vFairs will honor attendees request of their right to be forgotten and upon their request will reach out to Customer accordingly.

When using the mass upload tool, it is the Customer's responsibility to provide a list of users who have opted into the GDPR policy.

When utilizing a third party (i.e. Salesforce, Marketo, MailChimp, Eventbrite etc) for registration, it is the responsibility of the Customer to confirm that they're only passing users who have accepted the GDPR policy.

If a user requests to be forgotten, vFairs will honor and will pass on the request to the Customer. It is the responsibility of the Customer then to notify the any other third-party contact of the user's request where they may have further saved this data.

## 4. Customer Support

### 4.1 SUPPORT DESCRIPTION

Customer Support Services are delivered in English or languages may be available, based on the language skills of the support team. Incidents may be reported to the vFairs Support Center using several possible methods like, email, Phone, Internet form.

#### Support Infrastructure

vFairs Customer Support Center operates on email-based trouble ticketing where all support tickets are logged and dispatched. All reported incidents are classified for severity with 3 levels of incidents severity (minor, major, critical) triggering different internal resolution procedures and escalation routes.

vFairs Support organization will come back to the customer within an agreed time frame, based on the severity of the Incident. This contact will indicate the ticket #, the severity of the incident, as well as the expected time frame for providing a temporary fix/workaround, as well as a permanent resolution to the incident. There is an automatic notification of "high" severity incidents to vFairs Customer Administrator, System Administrator.

#### Incident resolution follow up

Each incident resolution is communicated to the user who reported it as well as the Customer administrator.

### 4.2 PHONE HOURS

vFairs offers several hot-line availability options:

<b>Standard Support</b>		
Time	Phone/Email	
Days		Monday-Friday
Time		9:00 –18:00 (GMT +4)
<b>24 x 7 Support</b>	Phone/Email	
Days		Monday-Sunday
Time		0:00-0:00 (GMT +4)

## 5. Incident Resolution

### 5.1 SERVICE INCIDENT

A "Service Incident" is defined as a malfunction of the vFairs Platform which can be reproduced and whose root cause is found in the hosting service solution such as: hosting service internal network, hosting service hardware or hosting service software components.

#### Problem Severity Classification 1

Severity	Description
	A Service Incident is classified as high if the service is not

Critical	available (refer to service availability)
Major	A problem is classified as major if a key feature or service is unavailable

vFairs technical staff has the right to demote or promote the severity of any incident based on the nature of that incident.

## 6. Operating Procedures

### 6.1 DEPLOYMENT OF NEW SERVICES

The following section details the terms under which VFairs will open Maintenance Windows to deploy patches, releases and platform upgrades.

For all service interventions, planned downtime within maintenance window is excluded from overall Uptime calculations.

<b>Normal patch release</b>	
Estimated deployment window	2 hours
Deployment schedule	Usually on weekends
Interruption of service	Usually none
Estimated maximum interruption of service	2 hours
Upfront Notice Period Usually	2 days

<b>Emergency patch release</b>	
Estimated deployment window	2 hours
Deployment schedule	As required
Interruption of service	Usually none
Estimated maximum interruption of service	8 hours
Upfront Notice Period	As required

<b>Feature releases</b>	
Estimated deployment window	8 to 48 hours
Deployment schedule	Weekends
Interruption of service	Usually Yes
Estimated maximum interruption of service	24 hours
Upfront Notice Period	5 Days

<b>Platform Upgrades</b>	
Estimated deployment window	8 to 48 hours
Deployment schedule	Weekends – Maximum twice a year
Interruption of service	Yes
Estimated maximum interruption of service	36 hours
Upfront Notice Period	2 weeks

## 7. Disclaimer of Actions Caused by and/or Under the Control of Third Parties

VFAIRS DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM VFAIRS'S NETWORK AND OTHER PORTIONS OF THE INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES. AT TIMES, ACTIONS OR INACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CUSTOMER'S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ALTHOUGH VFAIRS WILL USE COMMERCIALY REASONABLE EFFORTS TO TAKE ACTIONS IT DEEMS APPROPRIATE TO REMEDY AND AVOID SUCH EVENTS, VFAIRS CANNOT GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR. ACCORDINGLY, VFAIRS DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS.