



# Service Level Agreement

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# Trulioo®

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## 1. About this Agreement

This Service Level Agreement (“SLA”) is intended to provide customers with details of Trulioo’s service uptime commitments and support services.

## 2. Definitions

Capitalized terms used in this SLA have the following meanings:

“**Customer Authorized Contact**” or “**CAC**” means the person authorized by the Customer to submit tickets to Trulioo and make change requests, in accordance with the Customer’s authorized contact list.

“**Quarter**” means each three (3) calendar month period starting on January 1, April 1, July 1, or October 1.

“**Quarterly Uptime Percentage**” means 100% minus the percentage of continuous 10-minute periods during which the Services were Unavailable in the Quarter.

“**Unavailable**” means the services have no external connectivity or do not allow the Customer to connect during a 10-minute period to access and use the Services, but does not include any Service unavailability resulting directly or indirectly from any exclusions set out in section 3.1 (Exclusions) below.

Capitalized terms used but not defined herein shall have the meanings set forth in the Services Agreement or other definitive agreement between Trulioo and Customer that references this SLA.

## 3. Service Uptime

Trulioo will use commercially reasonable efforts to make the Services available with a Quarterly Uptime Percentage of at least 99.95%. This Quarterly Uptime Percentage applies to the availability of the Services to the Internet and the functioning of aspects of the Services under the exclusive control of Trulioo.

### 3.1 Exclusions

The meaning of “Unavailable” does not include periods of time during which the Services are unavailable or operating with diminished performance as a result of any of the following:

- scheduled maintenance

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- downtime initiated by Customer or a third party partner, including data partners and vendors;
- service interruptions or performance degradation external to the Trulioo network;
- any action or inaction of a customer, partner, or third party when such actions or inactions could not reasonably be prevented by Trulioo;
- failure to adhere to contract terms on the part of a Customer or a third party partner, including data partners and vendors;
- any other factor beyond the reasonable control of Trulioo.

The cause of any periods of time during which the services are unavailable or are operating with diminished performance will be determined at the sole discretion of Trulioo.

## 4. Alpha and Beta Products

This SLA does not apply to Customer's use of any alpha or beta products, as designated by Trulioo.

## 5. Notifications

In order to facilitate the notification of customers in the event of planned or unplanned service interruptions, Customer can subscribe to the Trulioo Status Page found at <https://status.trulioo.com>. Accounts can be configured by contacting [support@trulioo.com](mailto:support@trulioo.com). Trulioo will make commercially reasonable efforts to post scheduled service interruptions at least 72 hours in advance of such occurrences, unless such advance notice is not possible, in which case Trulioo will endeavor to provide as much notice as is available.

Trulioo will strive, when reasonable, to report to all clients any period of downtime or significant service degradation greater than thirty (30) minutes in length.

## 6. Support Process

### 6.1 General Information

Trulioo offers a support HelpDesk which acts as a central point of contact for all technical support. Customer can log into the HelpDesk using the user identifications and passwords associated with their access to the Services. The HelpDesk is available at: <https://support.trulioo.com>.

In the HelpDesk portal, Customer can check the status of their support tickets, create a new support ticket, and review past support tickets.

### 6.2 Hours of Operation

Trulioo's support services are available on a 24x7x365 model.

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## 6.3 Issue Severity Categorization

When requesting support services, Customer is required to provide an issue severity level in accordance with the following table:

Severity	Definition	Characteristics
1	<b>Outage / System Failure</b>	A Trulioo hosted service does not function and there is no workaround for the problem
2	<b>Critical</b>	System is available, with major degradation to Customer's experience
3	<b>Major</b>	Some degraded performance or unexpected results. A non-critical function is not working or is somewhat restricted
4	<b>Minor</b>	The service is working but exhibits some issues which do not impact functionality of the system

Trulioo's Support team may change the issue severity level during the support process based on results of its analysis, workarounds, and resolution options.

## 6.4 Support Channels

Customer may use the following methods to contact Trulioo's Support team in accordance with the severity level of the issue Customer is experiencing:

Severity	Definition	Method of Contact
1	<b>Outage / System Failure</b>	Trulioo 24-hour support phone line (listed below)
2	<b>Critical</b>	Trulioo 24-hour support phone line (listed below)
3	<b>Major</b>	Trulioo e-mail support: support@trulioo.com; or Trulioo 24-hour support phone line (listed below)
4	<b>Minor</b>	Trulioo e-mail support: support@trulioo.com

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## Support Phone Lines

Support is available to Customers globally by phone or email. Contact information can be found on our website under the Technical Support section at the following location - <https://www.trulioo.com/company/contact-us>

## 6.5 Reporting an Issue

1. The Client Authorized Contact may initiate a support request or report a problem through the HelpDesk, e-mail or phone, as specified in the Support Channels section above. If an issue is reported by e-mail or HelpDesk ticket, the following information should be provided:
  - a. Issue severity level
  - b. Company name
  - c. Contact information for the designated point of contact
  - d. A description of the issue including as much information as is available, including:
    - i. The time at which it was first observed
    - ii. Its frequency of occurrence
    - iii. A detailed explanation of the problem/issue/error and steps to reproduce
    - iv. Its effect on services
2. Trulioo will respond to support requests within the timeframes specified in the Severity and Response Times table below.

## 6.6 Issue Resolution Workflow Stages

Trulioo Support follows a three-phased workflow to resolve Customer-reported issues: Issue Response, Issue Analysis, and Issue Resolution.

The Issue Response phase begins when a CAC submits an issue and ends when Trulioo acknowledges the submission.

The Issue Analysis phase begins after the Issue Response phase, at which time Trulioo Support begins an investigation of the issue, seeking to determine the nature and impact of the issue, developing a resolution for the issue, and identifying preventative actions that may be undertaken in order to avoid similar issues in the future. This phase ends when the Customer is notified of Trulioo's analysis of the issue and planned issue resolution activities.

The Issue Resolution phase begins following the communication to the Customer of Trulioo's analysis of the issue and planned resolution activities and ends upon the successful implementation and release into production of the results of the resolution activities previously communicated to the Customer, if applicable.

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Trulioo measures the duration of each phase of this workflow and strives to address all reported issues according to the schedule contained in the table below. Actual resolutions may be shorter or longer depending on the priority of support requests and complexity of the issue. The following table defines the levels of priority and their anticipated completion times.

Severity	Definition	Response Time	Analysis Time	Resolution Time
1	<b>Outage / System Failure</b>	1 hour	4 hours	8 hours
2	<b>Critical</b>	2 hours	12 hours	24 hours
3	<b>Major</b>	1 business day	2 business days	5 business days
4	<b>Minor</b>	1 business day	5 business days	Future maintenance release cycle