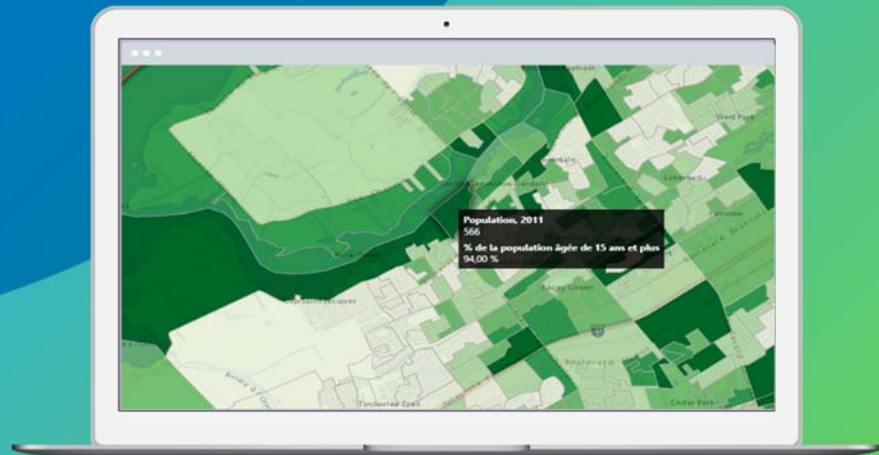Gatineau, January 1, 2022

CartoVista
Service Level Agreement (SLA)

About CartoVista Inc.

CartoVista is an industry leader in the development of interactive mapping applications. Deployed on the web the CartoVista solution (http://www.cartovista.com) enables businesses to share and visualize their strategic data with innovation and efficiency.

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1   Service Level Agreement

CartoVista inc. has a standard service level agreement that is prepared to add to its product line software license agreement. A summary appears below.

1.1   Hotline Support

Toll-free number is: 1-866-772-2660

1.2   Technical Support Procedures

CartoVista has established the following policies and procedures to provide quality product maintenance and support of the software and project. CartoVista uses its good faith efforts to respond to properly documented reports of errors or malfunctions according to the procedures stated below. Use of non-standard problem reporting procedures by the Customer will result in longer response times.

1.3   Error Report Procedures

Errors encountered in the use of the Software may be reported to CartoVista by electronic mail. All Email messages should be addressed to support@cartovista.com. In the case of emergency, errors may be reported via telephone to the Software support number 24 hours per day 7 days per week. The Customer shall be responsible for communicating the details of the problematic situation in writing in order to avoid misunderstanding.

1.4   Definitions

Priority 1 - 'Urgent'

This category covers problems including system security, data integrity, or reproducible problems that consistently cause lost time for a majority of end users. CartoVista will make every reasonable effort to identify and respond with a temporary correction or work-around as per the timetable above, the problem will be escalated within CartoVista until it has been successfully addressed.

Priority 2 - 'Serious'

This category covers reproducible problems that consistently cause lost work for end users on a production system. CartoVista will make every reasonable effort to identify and respond with a temporary fix or workaround as per the timetable above. If such correction is not available

within the timeframe, the problem is escalated within CartoVista until the problem has been successfully addressed.

Priority 3 'Intermittent'

This category features problems encountered which can be circumvented by programming or other workarounds; non-reproducible problems; problems on a test system; requests for information or enhancements; other occasional errors. CartoVista will respond subject to ongoing work and higher priority problems. Corrections will normally be deferred to future Updates or Upgrade Releases. Customer agrees to assist CartoVista in problem determination by supplying additional information in a timely manner if requested by CartoVista.

1.5   Cloud Hosting

1.5.1 Uptime

For customers that are deployed in the cloud, CartoVista aims at providing an uptime of 99.9% and respond as efficiently as possible, generally, within 4 hours for urgent and serious requests made during normal business hours, or within 24 - 72 hours for reports outside those hours.

Support level varies based on the service being hosted or on premise.

1.5.2 Response Times

		Free	Basic	Professional	Enterprise
Hours of availability		n/a	9-5, Monday - Friday (ET)	9-5, Monday – Friday (ET)	9-5, Monday – Friday (ET)
Urgent	First Response	n/a	4h	2h	1h
	Resolution	n/a	72h	24h	8h
Serious	First Response	n/a	8h	8h	1h
	Resolution	n/a	72h	48h	8h
Intermittent	First Response	n/a	Best effort	8h	8h
	Resolution	n/a	Best effort	48h	24h

TABLE 1 – Cloud Hosting Response Times

1.5.3 Disaster Recovery and Recovery Time Objective (RTO)

We have a disaster recovery process in place on our cloud services and our continuous delivery system. We are using virtual machines in AWS with automatic daily backups in place stored in AWS S3. If a disaster recovery is required, we can correct the issues and redeploy new instances of the software in the cloud from a system backup.

The disaster recovery process is tested annually.

RTO is the goal set for the maximum length of time it should take to restore normal operations following an outage or data loss. Since CartoVista is hosted in the AWS environment where VMs and backups are instantiated, the Recovery Time Objective is **1 hour**.

1.5.4 Backups and Recovery Point Objective (RPO)

RPO is our goal for the maximum amount of data CartoVista can tolerate losing, measured in time (hours). Since CartoVista backups are daily, the RPO is **24 hours**.

1.5.5 Maintenance Window

Customers are informed of planned upgrades at least one week before they are performed. Planned maintenance upgrades are performed outside of regular business hours.

1.6 Details on Cloud Deployments and Information Security

For details on cloud deployments or issues that involve information security, please refer to the CartoVista Information Security Policy document (CV-IS-POLICY-66).

1.7 On Premise Deployments

When CartoVista is deployed on premise, the customer oversees the first level support. In the advent that the issue observe is software-related we aim at respecting the response times outlined in table 1 (Cloud Hosting Response Time). Customer agrees to assist CartoVista in problem determination by supplying additional information in a timely manner when requested by CartoVista.

1.8 Software Revision Policy

CartoVista will periodically provide Updates and Upgrade Releases of the Software to Customer as well as emergency fixes. It is Customer's responsibility to install such new releases of the

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software according to procedures supplied by CartoVista and within 6 months of their availability date.