

Schedule 4

Service Level Agreement

This Schedule 4 (Service Level Agreement) is entered into and is subject to the terms of that certain Master Services Agreement between Customer and BiltOn (the “*Agreement*”).

BiltOn will provide ongoing support to all Authorized Users between 07:00 AM and 06:00 PM EST Monday through Friday (excluding holidays).

BiltOn will provide Customer with a dedicated phone number for telephone inquiries/communication and via SMS or WhatsApp.

The dedicated email address for Customer submitting inquiries is support-us@bilton.tech.

Response Time for Technical Support Inquiries:

Type of Issue	Description	Response Time by Technical Support	Notes
Critical Issue	An issue causing system downtime or significantly disrupting a critical business or managerial process of Customer, with no reasonable workaround available.	Up to 2 business hours.	BiltOn will make every effort to resolve the issue as quickly as possible, providing Customer with regular status updates. It is clarified that Customer must be available to the support team to enable rapid resolution of the issue.
Severe Issue	An issue preventing the use of a core system functionality, with no reasonable workaround available.	Up to 4 business hours.	
Regular Issue	An issue that does not significantly disrupt Customer's use of the system.	Up to 8 business hours.	

Equipment Issues:

If an Equipment issue in the Access Control system requires a technician's visit to the site, response times for critical and severe issues (as defined above) will be within 2 business days from the time a technician visit is determined necessary.

BiltOn is not responsible for resolving issues related to equipment not supplied by BiltOn or equipment altered without authorization by a BiltOn-certified technician.

Service Call Costs:

A “Service Call” refers to the dispatch of a BiltOn technician or employee to Customer's site to address an issue related to Equipment supplied by BiltOn.

Customers who are leasing the Equipment will not be charged for technician visits during the leasing period as long as (i) the service call is not caused by breakage or damage and (ii) the service call is to handle a technical issue with BiltOn’s installed Equipment. Other requests like relocation of the Equipment or consultancy, extension etc. will include service call fee.

In cases of breakage or damage, BiltOn will provide a price quote for repairing or replacing Equipment, which will be added to the labor cost. To the extent that travel is required for providing a Service Call, Customer will reimburse BiltOn for reasonable travel and lodging expenses as incurred.

Service call cost: \$400 per hour.

Communication:

BiltOn will supply all communication Equipment, including hardware and SIM cards. However, BiltOn is not responsible for installing, solving, or maintaining communication failures in Equipment not supplied by BiltOn.

In order to access and use all features and functions of the Platform, Customer is responsible for having each of the following: a computing device, operating system, web browser, and Internet connection that BiltOn supports at the time the relevant Platform features and functions are accessed.

The Access Control system has a data package connecting it to BiltOn's system. The data package must not be used for other purposes. If used otherwise, BiltOn reserves the right to charge Customer for additional costs incurred by BiltOn due to such unauthorized use and/or for the cost of expanding the package.