**JenAii SUPPORT TERMS**

**Technical Support Description for Central and Eastern Europe (CEE) Region**

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| **Issue Severity** | **Definition** | **Response Time (Subject to Hours of Support Services)** | **Effort to Resolve and Communication** |
| Level 3 - High | Operation of the Service is critically affected (not responding to requests or serving content) for many users; no workaround is available. | EPAM response time within 2 CEE Business Hours of being notified of the incident | EPAM will work continuously during CEE Business Hours to resolve the incident and provide updates at least once every 8 CEE Business Hours while the incident is ongoing. |
| Level 2 - Medium | The Service is responding and functional, but performance is degraded, and/or incident has potentially severe impact on operation of the Service for multiple users. | EPAM response time within 4 CEE Business Hours of being notified of the incident | EPAM will work continuously during CEE Business Hours to resolve the incident and provide updates at least once every 16 CEE Business Hours while the incident is ongoing. |
| Level 1 - Low | Non-critical issue: no significant impact on performance of the Service but user experience may be affected. | EPAM response time within 8 CEE Business Hours of being notified of the incident | EPAM will prioritize the resolution of the incident and provide updates at least once per week while the incident is ongoing. |

EPAM provides support services Monday through Friday 9 AM - 5 PM Central and Eastern European Time, with the exception of public holidays in Poland (“**CEE Business Hours**”).

Subject to the limitations outlined in the Agreement, EPAM endeavors to provide 90.00% uptime for the Service.