

## Service Level Agreement (SLA)

Magosys Systems Ltd and/or Magos America Inc (hereafter: "Magos"/"Service Provider").

Effective Date: 29 January 2019 Document

Document Owner	Magos – Director of Customer Success
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Approval:

*[By receiving Magos' product and/or services as defined in this agreement, Magos and the purchaser/ordered/ entity/customer/end user (hereafter: "Customer") of Magos' Product agree to all terms and conditions outlined in this Agreement.]*

Approvers	Role
Magos	Service Provider
"Customer"	Customer

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## (1) AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Magos. and purchaser/ordered entity/customer/end-user for the provisioning of Magos’ Software, Hardware, and services (hereafter: “Product”), services required to support and sustain Magos’ Product and the Customer. This Agreement remains valid until superseded by a revised agreement. This Agreement outlines the parameters of all Magos products. This Agreement does not supersede current processes and procedures unless explicitly stated herein and is also subject to Magos’ Limited Product Warranty letter. By Using Magos’ Products the Customer agrees to the terms specified herein.

## (2) GOALS & OBJECTIVES

The goal of this Agreement is to obtain mutual agreement for the product provision between Magos and Customer(s). The objectives of this Agreement are to: • Provide clear reference to service ownership, accountability, roles, and/or responsibilities. • Present a clear, concise, and measurable description of service provision to the customer. • Match perceptions of expected service provision with actual service support & delivery.

## (3) THE PARTIES

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the Parties associated with this SLA:

**Service Provider(s): Magosys Systems Ltd and/or Magos America Inc.** (“Magos” or “Service Provider”)

**Service Customer(s): Customer (“Customer”)**

Both are the “Parties”.

#### (4) PERIODIC REVIEW

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

*Magos' Director of Customer Success ("Document Owner")* is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided the agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain agreements/approvals as required.

Document Owner: *Magos, Director of Customer Success*

Review Period: *Bi-Yearly (6 months)*

Previous Review Date: ---

Next Review Date: ---

#### (5) SERVICE AGREEMENT

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

##### (5.1) SERVICES COVERED BY THIS AGREEMENT

- Manned telephone support - +(972) 077-4140155.  
For North America and LATAM - +1(973) 7639597
- Monitored email support – [help@magosys.com](mailto:help@magosys.com)
- Website: <https://magosystems.com/> | <https://partners.magosys.com/>
- Remote assistance using Remote and/or Virtual Network where available
- Planned or Emergency Onsite assistance (extra costs will apply)
- Pre-sale activities:
  - o Remote Site Design
  - o Site Survey
  - o Demos
  - o POC – Proof of Concept & Trail Evaluation
  - o Integration with 3<sup>rd</sup> party SW as required (e.g. Video Monitoring System)

## (5.2) CUSTOMER REQUIREMENTS & RESPONSIBILITIES

**Customer** responsibilities and/or requirements in support of this Agreement include:

- The customer is responsible for all IT and communication on site, this should also include MASS server performance and installation, radar installations, and Ethernet-based communication infrastructure to the command center and the server.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request, either by mail or voice call.
- All the relevant technical information required by Magos.
- Voice conference call Mandatory requirements for remote support:
  - o Facilitating remote internet access to the service provider equipment installed at the customer site based on Team Viewer or other available remote-control software.
- Installation, maintenance, and operation of all Magos products according to the instructions specified in the product's user manual and application notes.
- In case remote support is unavailable, the customer will be responsible for performing all critical upgrades as instructed by the service provider

## (5.3) SERVICE PROVIDER REQUIREMENTS & RESPONSIBILITIES

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response time associated with service-related incidents, as indicated in Section 6.
- Changes to services will be communicated and documented to the customer.
- Documentation of the support and maintenance actions and efforts related to Magos' products

**(6) SERVICE MANAGEMENT**

Effective support of in-scope services is a result of maintaining consistent service levels. Table 1 provides relevant details on the service measures that Magos can provide to the Magos products. Service Measure (on working business days only)

<b>Telephone/Email Support</b>	9:00 am – 5:00 pm, Sunday – Thursday
<b>Response Time</b>	Up to 3 hours
<b>On-Site Assistance<sup>1</sup> – Israel</b>	Guaranteed within 5 business days.
<b>On-Site Assistance<sup>1</sup> – Rest of the world</b>	Guaranteed within 15 business days (not including transit time)
<b>Hardware RMA process</b>	Fix/Replace HW Within 10 business days (Subject to RMA terms as described in the appendix)

Table 1 – Service Measures

<sup>1</sup>Fee for Magos on-site professional services applicable

<sup>2</sup>See Appendix A-Hardware RMA for more details

**(7) SERVICE PACKAGES**

There are several service packages offered for purchase by the Service Provider. These include:

- **Basic** – free of charge standard service package, Included and begins at the time of purchase
- **1 Year/2 Year Extended SW** – includes extended services for software products only
- **1 Year/2 Year Extended HW** – includes extended services for hardware products only
- **1 Year/2 Year Extended SW&HW** – includes extended services for all products.

	<b>BASIC</b>	<b>1-Year Extended SW</b>	<b>1-Year Extended HW</b>	<b>1-Year Extended SW&amp;HW</b>	<b>2-Year Extended SW</b>	<b>2-Year Extended HW</b>	<b>2-Year Extended SW&amp;HW</b>
<b>Service &amp; Warranty period [Year(s)]</b>	1	2	2	2	3	3	3
<b>Periodic Software releases and upgrades<sup>4</sup></b>	No	Yes	No	Yes	YES	No	Yes
<b>Remote Periodic Radar FW upgrade<sup>5</sup></b>	No	No	Yes	Yes	No	Yes	Yes
<b>Remote Support with camera definitions and calibration in MASS SW<sup>3</sup> (per licensed channel)</b>	Once	Twice	Once	Twice	3 Times	Once	3 Times
<b>Remote Support with radar location tuning in MASS SW<sup>3</sup> (per licensed channel)</b>	Once	Once	Twice	Twice	Once	3 Times	Once

Table 2 – Service Packages

<sup>3</sup> This refers to calibration required in MASS when adding a radar/camera for the first time or every time sensor is physically re-located. Such calibration that is not covered in the service package will be charged according to Magos’s Hourly engineer support service rate.

<sup>4</sup> At any event, software updates will not be initiated by Magos. The customer is given access to the partner portal and depending on the service package is entitled to download and upgrade the software on a self-service basis. Remote service will be given to assist in these upgrades as needed.

<sup>5</sup>Radar FW upgrade – will be handled remotely by Magos only in the event it is needed for proper operation of the site.

**(8) ADDITIONAL SERVICES**

Magos offers additional paid services, which are not included in the warranty, such as:

- **Technical seminar/Certification** - a technical review and hands-on training course of all of Magos products designated for integrators and technical personnel handling the installation and operation of Magos products.
- **Marketing seminar** - a review of Magos products focused on the marketing aspects of Magos products: market positioning, differentiation, competitors, advantages etc. This seminar is designated for consultants, sales personnel and marketing personnel intending to offer Magos solutions to end customers.
- **On-Site expert** – a Magos professional services to assist with site survey/POC/demo/system configuration/troubleshooting

Please contact Magos customer support for a quote for any of the services mentioned above.



**APPENDIX A – RMA PROCEDURE****Introduction**

The purpose of this document is to define the procedure for Return Material Authorization (RMA) back to Magos for factory-level repair. An RMA is required any time the customer suspects a malfunction in hardware products purchased and wishes that the equipment be inspected by Magos personnel

All products covered by the warranty as detailed in the SLA can be subjected to the RMA service procedure. Prior to sending the product the customer will need to obtain an RMA number. The customer may request an RMA number via Magos customer support.

**Generating RMA Number**

When requesting an RMA number, the customer will provide full contact details, product Serial Number (SN), a detailed description of the item malfunction, and all other available data (photos, data recording, screen captures, etc.).

The customer will allow Magos customer support to try and resolve the issue remotely by any means possible.

Customer support will generate an RMA number once it has been verified that the observed malfunction cannot be resolved remotely. RMA number will also be supplied for a product no longer under warranty.

**Sending the product for repair**

- The package sent to the factory shall only include the faulty item unless instructed otherwise
- Make sure to attach a printout of the Pro-Forma Invoice (if applicable) to the RMA shipment documents.

In any event, the customer is fully responsible for shipping the damaged products to Magos headquarters in Israel. Shipment costs, customs, etc. will apply to the customer.

If the product is under warranty and the damage is covered by the warranty then Magos will be responsible for the return shipment (by air for international shipments) and the costs entailed.

The guaranteed RMA repair period is within 10 business days from when the unit arrives at Magos headquarters until the unit is shipped back. Magos cannot guarantee shipping times.

**ATTENTION!**

**Do not send the product back to Magos unless an RMA number was provided for each serial number**