

Support Service Level Agreement

Introduction

To ensure that you are successfully achieving your objectives with Channels app, Exscudo OÜ is committed to providing the highest quality service through dedication and expertise of its support team.

Generally, the support team are intended to assist you with the use of Exscudo products and services, to troubleshoot and resolve specific issues resulting from the use of Exscudo products and services on supported platforms. Any requests for assistance outside this outlined scope of support service get redirected (if possible), or rejected (if not). The support service is provided through a variety of channels, including direct support in Channels app. There is a specific support service policy for every channel.

Support Service Policy for the Channels app

1. Unlike the general scope of support service provided via other channels (e.g. Exscudo Help Center, or Discord), the scope of support service provided in Channels app is limited to Channels app:
 - a. Assistance with the use of Channels app;
 - b. Troubleshooting and resolving specific issues resulting from the use of Channels app on supported platforms (Android, iOS);
2. Requests for assistance are accepted when sent to the official Exscudo support account **exscudo.support (EON-FUGQT-BC4DY-CD3AT)**;
3. Once a request for assistance has been submitted, you can expect Exscudo support team to reply within 16 hours;
4. The priority of reviewing support requests is solely at the discretion of Exscudo support team;
5. Some requests for assistance may require escalation to internal Exscudo teams. When Exscudo support team identifies the need, they will ask you to provide an e-mail address (to be) associated with your Exscudo Help Center account.
 - a. If you already have an Exscudo Help Center account, a request gets created on your behalf;
 - b. If you have no Exscudo Help Center account, Exscudo support team sign up for you, and create a request on your behalf;
 - c. Once done, further communication is going to be carried in Exscudo Help Center;
6. A quality support service requires a mutual engagement in the form of a cooperative partnership between you and Exscudo support team. You are expected to actively cooperate during the process, by timely responding to relevant questions and performing actions requested by Exscudo support team;
7. Exscudo support team reserves the right to discontinue provided support service at any stage, until a requestor follows the instructions/provides the information

provided/requested by the support team as per sections 5, and 6. As soon as this condition is met, Exscudo support team resumes the provision of the service;

8. Generally, the following service is not provided:
 - a. Support of operating systems, and third party products and services;
 - b. Support for issues, a customer has not provided requested/sufficient information about;
 - c. Support for pre-release (such as alpha or beta) versions of the products and services.