LIVE RISK SERVICE SLA

This Live Risk Service SLA defines the responsibilities of the parties and the infrastructure required to support the Risk Services. This Live Risk Service SLA is incorporated by reference into the PPS Agreement and Contract Addendum and governs the provision of the Risk Services by PCI Pal to the Customer pursuant to the PPS Agreement and Contract Addendum.

1. **Additional Definitions**

    1.1. All terms not otherwise defined herein shall have the meaning ascribed to those terms in the PPS Agreement and Contract Addendum:" is defined as the farthest network egress point to the public internet, switched telephone network or SMS network that is entirely under the direct control of each party."**Service Border**

    1.2. "**Span of Control**" means PCI Pal and the Customer shall only be responsible for those aspects, components, inputs, and interfaces that fall directly under the control of their respective infrastructure and personnel up to their respective Service Borders. The following are outside the Span of Control and will release both parties from the obligations set forth in this Schedule:

        1.2.1. An outage of services that is due to the failure or non-performance of any equipment, connections, or services that are not under the direct control or supervision of each party, or their respective employees, contractors, or subcontractors; such services include without limitation peer-to-peer Internet service provider routing, or third party data center failure; or

        1.2.2. Any other events of force majeure as defined in the PPS Agreement.

    1.3 "**Downtime**" means the total minutes in a month during which the aspects of the Risk Services specified in the Contract Addendum are unavailable, excluding Scheduled/Planned Maintenance and Emergency/Unplanned Maintenance.

    1.4 "**Issue**" means (i) any single event, or (ii) any set of events, that result in Downtime.

    1.5 "**Monthly Minutes**" is the number of total minutes in a calendar month.

2. Types of Support

Features	Support
Priority Based Response Times	
P1	120 business minutes
P2	N/A
P3	NA
Engineering Support	Standard

3. Priority Based Issues