



Support Scope and Service Level Agreement

1. Introduction

This Support Scope and Service Level Agreement ("SLA") establishes a collaborative framework between eMudhra Limited ("eMudhra") and the Client. It defines maintenance and support services related to digital trust products and solutions procured under contracts such as Annual Maintenance Contracts (AMC).

The document clarifies the responsibilities, service commitments, operational procedures, and escalation mechanisms essential to uphold agreed service levels and ensure efficient problem resolution.

Support services are delivered with the aim of maintaining system availability, performance, and reliability by leveraging eMudhra's subject matter expertise, robust governance standards, and dedicated support infrastructure.

2. Definitions

2.1 General Definitions



Maintenance: Comprises the elimination of known errors, improvement of system properties such as performance or serviceability, and minor enhancements or adaptations based on patches or updates.



Object of Maintenance: Hardware and/or software products and components covered under this SLA for which maintenance and support services are provided.



Remote Support: Support services performed via secure remote access to the Client's production or testing environment.



Support Services: Technical assistance provided by eMudhra via phone, email, or in person, including troubleshooting, incident management, and advisory support.



Ticket System: A platform used to document and track all service requests and support incidents.



User: A person authorized to use and operate the Object of Maintenance.



Creation Time: The exact timestamp when a support ticket is created in eMudhra's ticketing system or a service request is received via phone or email.

2.2 Company-Related Definitions



Service Desk: The eMudhra team acting as the Single Point of Contact (SPOC) for all Client support queries, responsible for ticket management, communication, and escalation.



Support Agreement: The attachment to the contract defining the specific Objects of Maintenance covered, supported versions, service scope, and key performance indicators.



Support Models: The categories of support services available, including Basic Support and Premium/Dedicated Support, detailed with respective response and resolution commitments.

2.3 Process-Related Definitions



Escalation: The process of raising an incident or problem to higher management levels or specialized technical experts to secure additional resources or expedite resolution.



Incident: Any unplanned interruption or reduction in quality, function, or performance of the Object of Maintenance deviating from agreed specifications, causing impairment to normal business operations.



Information Request: A Client inquiry related to the Object of Maintenance that does not pertain to a technical fault or incident.



Problem: The root cause responsible for one or more incidents, requiring root cause analysis and long-term correction.



Response Time: The elapsed time between creation of the support ticket and the initial acknowledgment or response by eMudhra support staff.



Service Request: Any Client request for assistance or support related to the Object of Maintenance, including incidents, information requests, or advisory needs.



Troubleshooting: Systematic diagnosis and restoration of proper functioning, possibly involving temporary or permanent fixes.



Workaround: A temporary operational change or configuration adjustment that mitigates the impact of an incident until a permanent fix is deployed. Workarounds should be reasonable in terms of length, effort, and operational inconvenience.

2.4 Version-Related Definitions



Product Release / Product Version: A major updated version of the Object of Maintenance containing significant functional, structural, or feature changes.



Update (Minor Release): Smaller scale corrections, patches, service packs, or minor functional enhancements released as part of maintenance.



Upgrade: Large-scale updates introducing new features, significant changes, or extensions.



Patch: A targeted, fast-tracked fix or correction issued to resolve critical issues or security vulnerabilities, often customized for specific Client deployments.

3. Scope of Support Services

3.1 Support Operations

eMudhra structures its support operations to provide seamless assistance throughout the lifecycle of its products and solutions, comprising the following operational phases:



Post-Deployment (Steady State) Support

Ongoing operational support after deployment with responsibilities such as incident management, routine maintenance, and user assistance, delivered according to service level agreements.



Annual Maintenance Contract (AMC) Support

Formal, contractually defined support for continuous maintenance, updates, patches, and enhancements over the AMC term to ensure sustained product reliability.

3.2 Support Models

Standard/Basic Support

- ▶ Available 24 hours a day, 7 days a week (24/7) via agreed communication channels for L1 team; L2 & L3 as per 10 AM to 6 PM IST Monday to Friday.
- ▶ Access to the Service Desk via phone, email, and agreed channels for ticket logging, status updates, and initial assistance.
- ▶ Tickets are processed according to established response timelines.
- ▶ Typical support includes routine incidents, configuration inquiries, and general troubleshooting.
- ▶ Communication and reporting are as outlined in client agreements.

Premium Support

- ▶ Available 24 hours a day, 7 days a week (24/7) via agreed communication channels for L1 team; L2 & L3 as agreed.
- ▶ Tickets receive priority handling based on impact and urgency.
- ▶ Monitoring and status updates are provided on a schedule agreed with the client.
- ▶ Additional onsite or virtual support sessions can be arranged as per client needs.
- ▶ Reporting frequency and format follow contractual terms.

Dedicated Support

- ▶ Assignment of designated support personnel/account manager or teams focused on the client's environment.
- ▶ Custom arrangements for ticket handling, communication, and escalation protocols.
- ▶ Direct contact channels to assigned support resources for operational matters.
- ▶ Scope of services, hours of coverage, and reporting defined based on client needs.
- ▶ Includes options for regular meetings and collaborative planning as mutually agreed.

Support Level	Basic Support	Premium Support	Dedicated Support
Level 1	Available 24 hours a day, 7 days a week (Chat, Call & Email)	Available 24 hours a day, 7 days a week (Chat, Call & Email)	As agreed with the client
Level 2	Monday through Friday, from 10 AM- 6PM IST (Call, Email)	As agreed for critical issues (Call, Email)	
Level 3	Monday through Friday, from 10 AM- 6PM IST	As agreed for critical issues (Call, Email)	

3.3 Levels of Support

Support is classified into three tiers:

- ▶ **L1 Support:** Handling configuration issues, user queries, general support and minor issues.
- ▶ **L2 Support:** Managing software bugs, patches, code fixes, and moderate technical issues.
- ▶ **L3 Support:** Addressing complex technical issues involving third-party vendors, deep diagnostics, and custom support solutions.

Feature	Level 1 (L1)	Level 2 (L2)	Level 3 (L3)
Primary Role	First point of contact, initial trouble shooting	Advanced technical support and problem diagnosis	Expert-level resolution and product/vendor escalation
Responsibilities	Receive and log tickets, handle common issues and queries	Handle escalated issues, perform root cause analysis	Provide fixes requiring code-level access, coordinate with development teams
Typical Issues Handled	Password resets, software installation, basic	Bug fixes, patch application, moderate system issues	Complex bugs, integration problems, infrastructure or security incidents
Interaction Level	End users and customer service teams	Technical staff and system administrators	Product engineers, developers, and third-party vendors
Resolution Approach	Guided trouble shooting and scripted solutions	Detailed diagnostics, patching, and workarounds	Develop and deploy hotfixes, long-term improvements
Escalation	Escalate unresolved issues to L2	Escalate complex issues to L3	Lead highest-level escalations within and outside eMudhra

3.4 Maintenance Services

Maintenance services offered include:

- ▶ Delivery and deployment guidance for patches, hotfixes, updates, and minor upgrades.
- ▶ Securities update having major Infrastructure and Application Impact.
- ▶ Corrective maintenance to rectify defects and optimize system performance.
- ▶ Hardware maintenance including repair coordination and replacement within contractual terms.
- ▶ Timely communication of product updates and support transition notifications.

3.5 Customer Responsibilities

Clients are accountable for:

- ▶ Promptly reporting incidents with comprehensive details to aid resolution.
- ▶ Operating products according to manufacturer and eMudhra guidelines.
- ▶ Maintaining backups and environmental conditions conducive to hardware/software functionality.
- ▶ Coordinating with internal teams for change management and requirement clarifications.
- ▶ Implementing advised workarounds and corrective measures.
- ▶ Informing eMudhra of any changes or updates in the infrastructure affecting support.

3.6 Service Inclusions

Key services included:

- ▶ Remote support via phone and email through Service Desk.
- ▶ Ticket-based incident and request management system.
- ▶ Incident diagnosis, resolution, and root cause analysis.
- ▶ Proactive communications and escalation management.
- ▶ Access to knowledge bases, training resources, and quality initiatives.

3.7 Service Exclusions

Clients are accountable for:

- ▶ Onsite support not explicitly contracted.
- ▶ Issues due to misuse, unauthorized changes, or environmental factors.
- ▶ Support for non-supported or obsolete product versions.
- ▶ Client-specific developments, customizations, or integrations not documented in contract.
- ▶ Consumables, accessories, and infrastructure like power or network equipment.
- ▶ Development or coding assistance beyond standard scope.

3.8 Hardware Security Module (HSM) Support

- ▶ Hardware Security Modules (HSMs) are vendor-supported devices used for secure cryptographic key management.
- ▶ eMudhra provides coordination support related to HSMs sold as part of client engagements.
- ▶ Maintenance, repair, and replacement of HSMs are primarily the responsibility of the hardware vendor according to their policies and warranty terms.
- ▶ Resolution timelines may vary due to dependencies on hardware vendors, logistics, and customs regulations for imported components.
- ▶ Clients are advised to have redundancy or high availability configurations in place to reduce business impact during HSM maintenance or replacement.
- ▶ eMudhra collaborates with vendors to facilitate client communication and issue tracking but does not directly assume responsibility for hardware faults or service delivery beyond agreed coordination.

3.9 Service Availability and System Uptime

eMudhra aims to provide reliable service and minimize interruptions affecting client operations. The emSigner platform and related services are subject to the following terms regarding system availability



a. Uptime Commitment:

The platform intends to maintain an overall system uptime of 99.9% monthly, supporting continuous access and operational stability for users.



b. Measurement Parameters:

Service availability is calculated based on the total operational time during a calendar month, excluding agreed exceptions. Monitoring is performed using eMudhra's internal systems and infrastructure tools.



c. Measurement Window:

Uptime percentage is assessed over a continuous 24x7 timeframe, including weekends and holidays within each calendar month.



d. Planned Maintenance:

Scheduled and emergency maintenance activities are not considered downtime.



e. Exclusions:

- ▶ The following are excluded from uptime calculations:
- ▶ Communicated scheduled maintenance windows.
- ▶ Events beyond eMudhra's control such as force majeure or natural disasters.
- ▶ Client's internal network, connectivity, or configuration issues.
- ▶ Issues originating from third-party services or external integrations not controlled by eMudhra.



f. Monitoring:

eMudhra maintains continuous monitoring of system availability through standard operational tools and procedures to ensure performance consistency and reliability.



g. Objective:

This uptime commitment reflects eMudhra's focus on delivering reliable, secure, and continuously available services in alignment with established service standards and client expectations.

4. Incident and Problem Management, Ticket Lifecycle, Escalation, and Customer Obligations

4.1 Ticket Types

Tickets are categorized to streamline management:

- ▶ **Incident:** Unexpected interruptions or degradations affecting business operations.
- ▶ **Problem:** Root causes of one or multiple related incidents requiring in-depth analysis.
- ▶ **Change Request:** Requests to modify or enhance existing services or configurations.
- ▶ **New Feature Request:** Suggestions for adding new functionalities not currently available.
- ▶ **Feedback:** Input or complaints contributing to service improvement but not requiring urgent action.

4.2 Incident and Problem Management

- ▶ The eMudhra Service Desk is the Single Point of Contact for all ticket types.
- ▶ Clients must provide detailed and accurate information for proper ticket logging and prioritization.
- ▶ Tickets are assigned severity levels impacting response timing.
- ▶ For unresolved incidents, root cause analysis (Problem Management) is conducted to prevent recurrence.
- ▶ Temporary workarounds may be provided to alleviate impact during resolution.

Severity Level	Response Time (within business hours)
Critical	30 minutes
High	1 hour
Medium	2 hours
Low	4 hours

4.3 Ticket Lifecycle (Customer Journey)

Standard/Basic Support

1. **Ticket Creation:** Client raises a ticket via phone, email, or portal; ticket logged with unique ID.
2. **Classification and Prioritization:** Ticket categorized by type and assigned priority.
3. **Assignment:** Ticket assigned to appropriate support level or specialist.
4. **Investigation:** Support team diagnoses the issue; collaborates with client for additional info.
5. **Resolution:** Issue addressed via fix, patch, or workaround; verified with client.
6. **Closure:** Upon client confirmation, ticket is closed and documented.
7. **Follow-Up:** Quality assurance and customer feedback may be sought post-resolution.

4.4 Escalation Procedure

Escalation levels, timing & contacts:

Escalation Level	Role	Contact Name	Contact Email
Level 0	Service Desk	Support Team	enterprise.support@emudhra.com
Level 1	Support Lead	Varun Mohan Kumar	varun.m@emudhra.com
Level 2	Mid-Senior Level	Manoj Kiran Shivraj	Manoj.s@emudhra.com
Level 3	Senior Level	Glanson Sequeira	glanson.S@emudhra.com

4.5 Grievance Forum

- ▶ Provides an independent channel for unresolved complaints.
- ▶ Activated only after all internal escalation paths are exhausted.
- ▶ Contact details will be communicated to clients separately.
- ▶ Ensures impartial review and resolution facilitation beyond operational support.

Levels	Contact Name	Designation	Contact Email
Level 1	Rishi Raj Kohli	AVP & Business Operations Head (L1) - Enterprise Technology Solutions Group	rishi.rk@emudhra.com
Level 2	Ankit Mehto	AVP & Technical Support Head (L2 & L3) - Enterprise Technology Solutions Group	ankit.m@emudhra.com

4.6 Customer Obligations

- ▶ Use designated channels for ticket submission.
- ▶ Provide comprehensive information to aid diagnosis.
- ▶ Ensure availability of appropriate client personnel during resolution.
- ▶ Adhere to product operational and maintenance guidelines.
- ▶ Notify eMudhra promptly of environmental or configuration changes.
- ▶ Implement recommended workarounds and fixes timely.

5. Enhanced Service Delivery and Client Engagement

5.1 Key Differentiators in Service Delivery



Multi-channel support is provided through phone, email, chat, and web portal.



Ticket management uses an automated system for tracking, prioritization, and escalation.



System monitoring is applied for early identification and reporting of issues.



Client and internal training programs are scheduled on a regular basis.



Quality assurance activities are embedded within operational workflows.



Communication and reporting processes are aligned with client requirements specified in agreements.



Different support models are available, including standard, premium, and dedicated options, as appropriate for each engagement.

5.2 Transparent Client Communications

- ▶ **Immediate automated acknowledgments on ticket submission.**
- ▶ **Updates, including interim solutions and escalation notifications are shared by us, as applicable.**
- ▶ **Routine client satisfaction surveys and feedback channels to gauge service effectiveness.**