

## Service Level Agreements

In this document, you will find Lengio Corporation's ("**Slang**") Service Level Agreements for the Learn App and the Learning Management System (the "**Platforms**").

### Platform Availability

Slang is committed to guaranteeing a monthly Platform availability of ninety-nine percent (99%). If the service fails, Slang guarantees that access to cloud services will be restored within a maximum of three (3) hours from the identification of the problem, provided that such failure does not correspond to failures of third parties other than Slang, especially failures of the company responsible for providing cloud hosting services.

Slang states that it does not grant financial or other types of compensation with respect to the operation or use of the software, and the Client and/or Users accept this.

### Support

Slang will make available support channels that allow us to respond to the needs and concerns of Users in the best possible way. These channels are necessary in order to respond within a reasonable time to Users with:

- general questions and requests about the Learning Management System (LMS) and/or the Learn App.
- questions about use of the features and functions of the Platforms.
- problems with the Platforms in its web format and/or mobile application for Android and iOS devices.
- questions about tracking information for each organization.

The channels to contact Slang's technical support are the following:

#### 1. E-mail

Users may request support through email, receiving an automatic message with the hours of service in the following account: [support@slangapp.com](mailto:support@slangapp.com).

We are available to respond to messages by mail Monday through Friday from 8:00 am to 6:00 pm (ET). We have a first response time of 4 hours maximum.

## **2. Chat**

This option is only available through the website.

We are available to respond to chats Monday through Friday from 8:00 am to 6:00 pm (ET). Outside of these times, the option to contact us by chat is not available. We have a maximum response time of 5 minutes.

## **3. Support page**

On the support page, users can find different categories with the most frequently asked questions and their solutions. These can be accessed through the support platform or by logging in to: <https://docs.slangapp.com/>.

## **Maintenance**

Slang carries out preventive and corrective maintenance activities in order to avoid possible errors, failures, or intermittencies in the Platforms. Slang may disable access to the Platforms to carry out scheduled repairs and/or maintenance.

The maintenance periods in which any of the Platforms are offline or disabled shall not affect in any way the service level agreements and shall not be considered as generating damages to the User, as they are considered necessary for the provision of our services.