

KYRIBA GLOBAL ONLINE HOSTING SERVICE LEVEL AGREEMENT

KYRIBA 全球在线托管服务等级协议

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1. Definitions

定义

Certain capitalized terms, not otherwise defined in this Online Hosting Service Level Agreement (hereinafter “SLA”), will have the meanings set forth in the Terms and Conditions For Online Cloud Services (hereinafter the “Terms”).

未在本在线托管服务等级协议（下称“SLA”）中另行定义的特定术语，将具有《在线云服务条款与条件》（下称“条款”）中所规定的含义。

“Emergency Maintenance” means maintenance performed by Kyriba that occurs outside of the Regularly Scheduled Maintenance Period and Non-Regularly Scheduled Maintenance.

“紧急维护”是指 Kyriba 在常规预定维护时间和非常规预定维护时间之外进行的维护活动。

“Downtime” means the total amount of time during a calendar month, measured in minutes, during which access to the features and functions of the SaaS Service is not available and verified by Kyriba. Downtime does not include interruption of the SaaS Services during any Regularly Scheduled Maintenance Period, Customer-caused outages or disruptions, outages caused by Customer’s or Users’ telecommunications and/or Internet services, software or hardware not provided and/or controlled by Kyriba (including third party software, networks or sites that are accessed or linked through the SaaS Services), or outages caused by disruptions attributable in whole or in part to Force Majeure Events.

“停机时间”是指某一日历月中，无法访问 SaaS 服务的特性和功能并经 Kyriba 确认的总时间，以分钟计算。停机时间不包括在任何常规预定维护时间、客户导致的中断或故障时间、客户或用户的电信和/或互联网服务、非由 Kyriba 提供和/或控制的软件或硬件（包括通过 SaaS 服务访问或链接的第三方软件、网络或网站）导致的中断，或全部或部分由于不可抗力事件导致的故障引起的中断。

“Non-Regularly Scheduled Maintenance” means maintenance performed by Kyriba outside of the Regularly Scheduled Maintenance Period for which Kyriba has provided Customer with at least two calendar days prior written notification (which may be through email or a message on the console). The

notification period hereunder is subject to change from time to time at Kyriba's sole discretion.

“非常规预定维护”是指 Kyriba 在常规预定维护期之外实行的，且 Kyriba 已提前至少两个日历日就其向客户提供过书面通知（可以通过电子邮件或控制台上的信息发送）的维护。本条项下的通知期可以由 Kyriba 全权决定不时变更。

“Regularly Scheduled Maintenance Period” means the time period that Kyriba reserves for scheduled maintenance as set forth herein, which may be subject to change from time to time at Kyriba's sole discretion.

“常规预定维护期”是指 Kyriba 为本协议中规定的预定维护所预留的时间，该时间可以由 Kyriba 全权决定不时变更。

“System Availability” means, with respect to a particular calendar month, the percentage derived by dividing (x) the total possible minutes of system availability during such month minus the total minutes of Downtime during such month, divided by (y) the total possible minutes of system availability of the SaaS Services during such month.

“系统可用性”是指，就某一给定日历月，通过用(x)该月中系统可能可用的总分钟数减去该月中的停机总分钟数，除以(y) 该月中 SaaS 服务的系统可能可用的总分钟数。

“Unavailability” means that the access to features and functions of the SaaS Services are unavailable as determined by Kyriba's monitoring system designed to determine the status of the platform through a periodic poll status of each sub-system and component.

“不可用”是指对 SaaS 服务的特性和功能的访问不可用。不可用的状态由 Kyriba 为确定系统状态设计的监测系统通过每一分系统和部件的阶段性轮询状态确定。

2. Scheduled/Unscheduled Downtime

预定/非预定停机时间

Kyriba will provide release management and change control services to ensure that servers, network devices, storage, operating system software, utility software, and applications are updated, audited, and logged; and that new releases, patch releases, and other new versions are implemented as deemed necessary by Kyriba to maintain the SaaS Services. Customer understands and acknowledges that the SaaS Services serve many clients, and Kyriba is permitted to make changes to the hosting environment, network, telecommunications, data storage, and any/all other information technology infrastructure or environment that are involved, without seeking or obtaining any consent from Customer. The Regularly Scheduled Maintenance Period is between the hours of 6:00 p.m. and 3:00 a.m. during the work week in local time zone in which the support center is located or weekends. Kyriba will exercise commercially

reasonable efforts to perform scheduled system maintenance during the Regularly Scheduled Maintenance Period, including maintenance of the hosting equipment, facility, software, or other aspects of the SaaS Services. Kyriba may interrupt the SaaS Services outside of the Regularly Scheduled Maintenance Period for Non-Regularly Scheduled Maintenance or Emergency Maintenance. Kyriba will at all times endeavor to keep any service interruptions to a minimum.

Kyriba 将提供发布管理和变更控制服务以确保服务器、网络设备、存储、操作系统软件、工具软件 and 应用程序保持更新、受到检查并留存记录；并保证 Kyriba 认为维护 SaaS 所需的新发布、补丁发布和其他新版本都能得到实施。客户理解并认可，SaaS 服务服务于众多客户，并且允许 Kyriba 对所涉及的托管环境、网络、电信、数据存储以及任何/所有其他信息技术基础设施或环境做出修改，无需向客户寻求或获得任何同意。常规预定维护期是支持中心所在地当地时区工作周的下午 6:00 到凌晨 3:00 或周末。Kyriba 将使用商业上合理的努力在常规预定维护期履行预定系统维护，包括维护 SaaS 服务的托管设备、设施、软件或其他方面。Kyriba 可以为非常规预定维护或紧急维护在常规预定维护期之外中断 SaaS 服务。Kyriba 将始终努力将任何服务中断降到最低。

Kyriba reserves the right to change the aggregated times set forth in the scheduled maintenance table below, provided that Kyriba endeavors to provide 5 days' prior notice to Customer by a message on the console and/or an email that contains links to the release notes. The notification period hereunder is subject to change from time to time at Kyriba's sole discretion.

Kyriba 保留变更下列预定维护表中规定的总时间的权利，但前提是 Kyriba 努力通过控制台信息和/或包含链接到发布提示的链接的电子邮件，向客户提供提前 5 天的通知。本条项下的通知期可以由 Kyriba 全权决定不时变更。

Scheduled Maintenance Table
预定维护表

Frequency of Regularly Scheduled Maintenance 常规预定维护的频率	Purpose of Regularly Scheduled Maintenance 常规预定维护的目的	Maximum Duration of Regularly Scheduled Maintenance 常规预定维护的最大持续时间
Weekends, as needed 周末，按需求	Minor system, database, application or hardware maintenance 轻微系统、数据库、应用程序或硬件维护	4 hours during weekends 周末 4 小时
Once per calendar month 每日历月一次	Major maintenance or upgrades 重大维护或升级	8 hours during weekends 周末 8 小时

3. System Performance

系统性能

(a) **System Availability.** Kyriba will undertake commercially reasonable measures to ensure that System Availability equals or exceeds 99.9% during each calendar month (the “Service Standard”).

系统可用性。 Kyriba 将采取商业上合理的措施确保每个日历月期间的系统可用性大于等于 99.9% (以下称“服务标准”)。

(b) **Exclusion.** Services designated in writing as training, beta, limited release, developer preview, development or test bed environments, or by descriptions of similar meaning are excluded from this SLA. Kyriba shall have no obligations under this SLA during any period in which Customer is in material breach of the Terms, including any period in which Customer has failed to meet its payment obligations thereunder, or this SLA. In addition, Kyriba is not responsible for any Downtime resulting from the following, which would not be included in the calculation of Downtime or System Availability:

例外。 书面指定为训练、测试版、有限发布、开发者预览、开发或测试台环境，或通过类似意思的描述所指定的服务不在本协议的范围之内。在客户发生实质违反条款（包括客户未能履行在其项下的付款义务的任何期间内）或本 SLA 的任何期间之内，Kyriba 在本协议项下没有任何义务。此外，Kyriba 不对因为以下各项引起的停机时间负责，该等停机时间不会被包含在停机时间或系统可用性的计算中：

- any Regularly Scheduled Maintenance Period;

任何常规预定维护期；

- outage due to failure of Customer’s software or equipment that is not a supported platform for the use of the SaaS Services or incompatible with the SaaS Services;

因为客户的软件或设备不是使用 SaaS 服务所支持的平台或与 SaaS 服务不兼容而导致的停机；

- Customer-caused outages or disruptions;

客户造成的停机或中断；

- outages caused by Customer’s or Users’ telecommunications and Internet services, software or hardware not provided and controlled by Kyriba (including third party software, networks or sites that are accessed or linked through the SaaS Services);

客户或用户的非由 Kyriba 提供和控制的电信和互联网服务、软件或硬件（包括通过 SaaS 服务访问或连接的第三方软件、网络或站点）所导致的停机；

- other outages due to inability of Customer to access the internet and/or SaaS Services, where inability to access the internet or website is not the result of a failure by Kyriba or its website;

因为客户不能访问互联网和/或 SaaS 服务导致的停机，且客户不能访问互联网或网站并非因为 Kyriba 或其网站的故障而导致；

- lack of availability or untimely response of Customer's personnel to incidents that require Customer's participation for problem source identification and/or problem resolution;

在发生需要客户参与问题来源认定和/或问题解决的事件时，客户的人员难以联系或回应不及时；

- lack of or poor performance of Customer's systems; or

客户的系统缺乏性能或性能不佳；或

- outages caused by disruptions attributable in whole or in part to Force Majeure Events.

完全或部分因不可抗力事件导致的中断引起的停机。

4. Measurement and Reports

测量与报告

(a) **System Monitoring and Measurement.** Kyriba will provide monitoring of System Availability on an ongoing basis. Kyriba may use its reasonable discretion in selecting the tools and procedures used in measuring and monitoring Kyriba's performance, provided that such tools and procedures are sufficient to enable Kyriba to calculate and monitor accurate System Availability. All measurements of System Availability will be calculated on a monthly basis for each calendar month during the Term. Availability of access to the features and functions of the SaaS Services is determined through the use of a dedicated tool monitoring the status of the platform, which provides a periodic status of each of the sub-systems or components. Based on this information a global platform status is calculated.

系统监控与测量。 Kyriba 将持续性地监控系统可用性。Kyriba 在选择测量和监测 Kyriba 的表现时用到的工具和流程时，可以使用其合理裁量权，但条件是该等工具和流程足以使 Kyriba 能够计算并监测准确的系统可用性。系统可用性的所有测量是在期限内以月为基准，针对每个日历月进行计算。SaaS 服务之特性和功能的可访问性是通过使用负责监控平台状态的专门工具确定的，该工具

提供每个子系统或组件的定期状态。然后基于这些信息，计算出全局的平台状态。

(b) **System Performance Reports.** Customer may access System Availability reports at Kyriba Social <http://kyriba.force.com/social/Login> at any time. At Customer's written request, Kyriba shall provide reports to Customer setting forth a calculation of System Availability for the relevant preceding period. If Customer disagrees with any measurement or other information set forth in any such report, it must so inform Kyriba in writing within ten (10) business days after receipt thereof, provided that the accuracy of any such report shall be deemed conclusive unless such written notice is provided by Customer within such 10-day period. Any such notice must indicate specific measurements in dispute and must include a detailed description of the nature of the dispute. Kyriba and Customer shall in good faith work together to settle any such disputes regarding System Availability and/or related measurements in a timely manner.

系统性能报告。 客户可以在任何时间，在 Kyriba Social (<http://kyriba.force.com/social/Login>) 访问系统可用性报告。经客户书面要求，Kyriba 应向客户提供载明相关前一期之系统可用性计算的报告。若客户不同意任何此种报告中所载的任何测量结果或其他信息，其必须在收到报告十（10）个营业日内书面告知 Kyriba，且除非客户在该 10 天期间内提供此种书面通知，否则任何此种报告的准确性均应视为确实可靠。此种通知必须指出具体的有争议的测量，且必须包含对争议性质的详细描述。Kyriba 和客户应及时秉诚合作以解决关于系统可用性和/或相关测量的任何此种争议。

5. Customer Requirements

客户要求

(a) **Minimum System.** The Service Standard set forth in this SLA assume that Customer and/or Users, as applicable, use support versions of browsers as specified in the Kyriba Enterprise Technology Guide.

最低系统要求。 本 SLA 中所规定的服务标准假设客户和/或用户（视情况而定）使用《Kyriba 企业技术指南》中规定的支持版本的浏览器

(b) **Additional Customer Obligations.** Customer is responsible for maintenance and management of its computer network(s), servers, software, and any equipment or services related to maintenance and management of the foregoing. Customer is responsible for correctly configuring its systems in accordance with any reasonable instructions provided by Kyriba, as may be reasonably necessary for the provision of access to the features and functions of the SaaS Services.

客户的额外义务。 客户负责维护和管理其计算机网络、服务器、软件及与维护和管理前述各项相关的任何设备或服务。客户负责按照 Kyriba 提供的任何合理指示，在提供 SaaS 服务特性与功能访问所合理必需的范围内正确配置其系统。

(c) **Reporting of Downtime:** Downtime will be deemed to begin when Kyriba first becomes aware of such Downtime from its monitoring system.

报告停机时间。非预定停机时间将视为从 Kyriba 最早从其监测系统获悉该停机时间之时开始。

(d) **Non-Performance by Customer.** The obligations of Kyriba set forth in this SLA will be suspended to the extent any failures to meet such obligations result in whole or in part from Customer's or its Users' failure(s) to meet the foregoing obligations.

客户不履约。若完全或部分因客户或其用户未能履行前述义务而导致 Kyriba 未能满足本 SLA 中所所述的义务，则该等 Kyriba 的义务将被中止。

6. Remedies

救济

(a) **Credits Against Fees.** In the event System Availability is less than 99.9% in any particular calendar month, Customer will be entitled to credits against its subsequent payment obligations (as set forth in Order Schedule) equal to a percent of the Fees paid by Customer during such calendar month for the SaaS Services, according to the credit table below. Any credits hereunder shall be applied to the next invoice issued by Kyriba; provided that if such credit has not been issued or used prior to the termination date or expiration of the Terms, then Kyriba shall make a cash payment to Customer in an amount equal to the then remaining service balance.

费用抵免。若任一日历月的系统可用性小于 99.9%，则客户将有权就其于订购清单所规定的后续付款义务，按照以下抵免表享有客户在该日历月中为 SaaS 服务所付费用之某一百分比的抵免额。本 SLA 项下的任何抵免额将适用于 Kyriba 签发的下一张发票；但是，如果该等抵免额在条款终止日或到期之时尚未发出或使用，则 Kyriba 应当向客户作出现金支付，金额等于届时剩余的服务余额。

(b) **Customer Must Request Service Credit.** In order to receive any of the credits described above, Customer must notify Kyriba within thirty days from the time Customer becomes eligible to receive a credit. Failure to comply with this requirement will forfeit Customer's right to receive a credit.

客户必须要求服务抵免。为收到任何上文所述的抵免，客户必须在其有权收到抵免之时起的三十天内通知 Kyriba。如果客户未能满足该要求，则客户收到抵免额权利将作废。

Credit Table

抵免表

System Availability 系统可用性	Credit Amount 抵免额
98.0 – 99.9%	5% of Fees for the SaaS Services in month (or if the fee is an annual fee then 5% of 1/12 of the annual fee) 该月 SaaS 服务费用的 5% (或如果费用为年费, 则为该年费 1/12 的 5%)
97.0 – 97.99%	10% of Fees for the SaaS Services in month (or if the fee is an annual fee then 10% of 1/12 of the annual fee) 该月 SaaS 服务费用的 10% (或如果费用为年费, 则为该年费 1/12 的 10%)
96.0 – 96.99%	15% of Fees for the SaaS Services in month (or if the fee is an annual fee then 15% of 1/12 of the annual fee) 该月 SaaS 服务费用的 15% (或如果费用为年费, 则为该年费 1/12 的 15%)
< 96.00%	20% of Fees for the SaaS Services in month (or if the fee is an annual fee then 20% of 1/12 of the annual fee) 该月 SaaS 服务费用的 20% (或如果费用为年费, 则为该年费 1/12 的 20%)

In no case shall the total credit amount for any month exceed 20% of Fees for the SaaS Services for that month.

在任何情况下, 任一月份的总抵免额均不得超过该月 SaaS 服务费用的 20%。

(c) **Exclusive Service Credits.** Customer's rights under this Section 6(a) are Customer's sole and exclusive

remedy and Kyriba's sole and exclusive liability in respect of any Downtime or any failure by Kyriba to meet the Service Standard described herein.

排他性服务抵免。 客户在本第 6(a)条下的权利是任何停机时间或 Kyriba 任何未能达到本文中所述服务标准之情形下客户的唯一且排他性的救济和 Kyriba 的唯一且排他性的责任。

7. Data Backup and Retention

数据备份与保存

(a) **Backup Retention and Recovery of Customer Data.** Kyriba provides an Active/Standby mode for backup and recovery of Customer Data, in which data and servers are replicated. A customer is hosted on a primary site or region at any given time. In this configuration, servers from data center A are replicated to data center B, and the same operation is done with data center B to data center A. As a part of the SaaS Services, Kyriba is responsible for maintaining a backup of Customer Data in one of its two data centers, for an orderly and timely recovery of such data in the event that the SaaS Services may be interrupted.

客户数据的备份保存与恢复。 Kyriba 提供主动/待机模式的客户数据备份和恢复，其中数据和服务服务器会被复制。一家客户在任一给定时间内均被托管于一个主要站点或区域。在此种备份配置中，来自 A 数据中心的服务器被复制到 B 数据中心，B 数据中心到 A 数据中心执行相同操作。作为 SaaS 服务的一部分，Kyriba 负责在两个数据中心之一维持客户数据的备份，以便在 SaaS 服务中断情况下有序且及时地恢复该数据。

- Production Platform

生产平台

Production Scheduled Backup Table

生产预定备份表

Type of Back-Up 备份类型	Frequency of back-up 备份频率	Retention Period 保存期	Description 描述
Full Back-Up 完全备份	Weekly 每星期	10 years 10 年	Full server backup 完全服务器备份
Daily Incremental Files	Daily	30 days	All Customer and Kyriba Data

每天增量文件	每天	30 天	所有客户数据和 Kyriba 数据
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o Platform Sandbox

测试平台

Sandbox Scheduled Backup Table

测试预定备份表

Type of Back-Up 备份类型	Frequency of back-up 备份频率	Retention Period 保留期间	Description 描述
Full Back-Up 完全备份	Weekly 每星期	3 months 3 个月	Full server backup 完全服务器备份
Daily Incremental Files 每天增量文件	Daily 每天	15 days 15 天	All Customer and Kyriba Data 所有客户和 Kyriba 数据

(b) **Recovery of Archived Data.** Kyriba will exercise commercially reasonable efforts to restore data files from archives as quickly and as reasonably practicable. Customer Data older than twenty-four (24) months may be archived.

已归档数据的恢复。 Kyriba 将尽商业上合理的努力，在合理可行的范围内尽快从档案中恢复数据文件。二十四个月（24）月前或更早的客户数据可能被归档。

(c) **System Recovery.** In case of system failure, data corruption and/or data loss, or in the event of destruction of the secure data center hosting the Kyriba systems, Kyriba shall use its commercially reasonable efforts to ensure that the minimum necessary recovery services are carried out with a recovery time objective of 6 hours and a recovery point objective of 2-hours.

系统恢复。 若发生系统失效、数据损坏和/或数据丢失，或托管 Kyriba 系统的安全数据中心遭毁坏，

Kyriba 应尽其商业上合理的努力确保执行最低限度的必要服务恢复，恢复时间目标为 6 小时，恢复点目标为 2 小时。

8. Customer Support

客户支持

(a) **Technical and functional Support Hours.** The subscription to the SaaS Services provides access to Kyriba Customer Support. Kyriba Customer Support is provided by client support centers covering three regions: EMEA, APAC, and AMERICAS.

技术与功能支持时间。 订购 SaaS 服务即可享受 Kyriba 客户支持。Kyriba 客户支持由覆盖三个地区的客户支持中心提供：欧洲、中东和非洲地区、亚太地区及美洲地区。

Customer will receive support in the support center in the region in which it is located, unless Customer pays the additional subscription fee for a specific region. If Customer requires support in another geographical area, it may subscribe to and pay the additional fee for that region. Kyriba also offers optional support packages as set forth herein, at an additional cost, offering extensive coverage as well as personalized service options.

客户将在其所在区域的支持中心获得支持，除非客户为某特定区域支付额外订购费用。若客户需要在其他地理区域获得支持，可针对该地区进行订购并支付额外费用。Kyriba 亦提供包含扩展覆盖范围和个性化服务选项的本协议项下规定的可选择支持打包服务，费用另行收取。

• Support Communication

支持沟通

Communication will be in the designated language(s) for each support center as set forth in table 8(a) below. Customer may contact Kyriba Customer Support in the following ways:

沟通语言为根据以下第 8 (a) 条所规定地区所指定的语言。客户可通过以下方式联系 Kyriba 客户支持：

- Telephone during the primary hours only,

电话（仅在主要时间内），

- Email any time at customer_support@kyriba.com, and

随时发送电子邮件至 customer_support@kyriba.com，和

- Web any time through the Kyriba Social customer portal.

网页，随时通过 Kyriba Social 客户门户网站联系。

Customer can have two (2) designated support contacts, a main user and a backup for each contracted region of support. These contacts are required to be trained Users with sufficient knowledge of the application to serve as a central point of communication between other Users and Kyriba Customer Support. In addition, Customer will provide a 'support contact' email address that will be used for communication between Kyriba and Customer. It is suggested that this email address be a group email address containing a distribution to all of the Users to receive alerts from Kyriba Customer Support. These alerts are also available on the Kyriba Social customer portal and will be sent by email only to the designated 'support contact' email address.

一个客户可有两（2）名指定支持联系人，每一协议支持地区有一名为主要用户，一名后备人员。这些联系人需是经过培训的用户，并对应用程序具备充分了解，可以作为其他用户与 Kyriba 客户支持之间的沟通中心点。此外，客户将提供一个用于 Kyriba 与客户收发信息的“客户支持联系”电子邮件地址。建议使用包含分发给所有用户的群组电子邮件地址作为此电子邮件地址，以便接收来自 Kyriba 客户支持的警报邮件。该等警报亦在 Kyriba Social 客户门户网站上提供，且将以电子邮件仅发送给指定的“客户支持联系”电子邮件地址。

Support will be delivered according to the response times described in table 8(b).

支持将按表格 8(b)中所述回复时间提供。

- Multi-Center Support (optional)

多中心支持（可选）

Multi-Center Support is an option, at additional cost, providing additional regional coverage:

多中心支持为为可选项目，额外收费，并覆盖额外区域：

- Access to all support centers during primary hours as set forth in table 8(a) below,
在下述表格 8(a)中规定的主要时间访问全部支持中心，
- Additional number of support contacts allowed (up to 5 maximum number of total support contacts) per region as well as additional contacts for client access to Kyriba Social (up to 5 additional contacts), and

每个区域允许额外数量的支持联系人（总支持联系人最多 5 个），以及客户访问 Kyriba

Social 的额外联系人（额外联系人最多 5 个），和

- Each support contact would contact the appropriate support center nearest to their region. For example, a European support contact would contact EMEA Support Center.

每一支持联系人将联系距离其区域最近的适宜支持中心。例如，欧洲支持联系人将联系欧洲、中东和非洲地区支持中心。

- Premium Support (optional)

高级支持（可选）

Premium Support is an option, at additional cost, providing additional coverage and services:

高级支持是一种额外付费的提供额外覆盖范围和服务的选项：

- Access to all support centers during primary hours as set forth in table 8(a) below,
可以在下表 8(a)界定的主要时间内获取所有支持中心的支持，
- A special telephone number with priority access,
优先接入的特殊电话号码，
- Dedicated monitoring that includes the integration of bank statements and the payments sent out to the banks (ACK Levels 1 & 2),
专职监控，包括发送给银行的银行对账单和付款的整合（ACK 等级 1 和 2），
- Additional number of support contacts allowed (up to 5 maximum number of total support contacts) as well as additional contacts for Customer access to Kyriba Social (up to 5 additional contacts), and
允许额外人数的支持联系人（总支持联系人最多 5 个），以及客户访问 Kyriba Social 的额外联系人（额外联系人最多 5 个），和
- A unique “Support Account Manager” that knows Customer’s environment and procedures, including:
一名专有的了解客户环境和程序的“支持账户经理”，包括：
 - Regularly scheduled account review meetings.

定期安排的账户评审会议。

- Status report and history of Customer's requests.

状态报告和客户请求的历史记录。

- Proactive communication on platform incidents and bank communication status.

积极沟通平台事件和银行连接状态。

- Platinum Support (optional)

白金支持（可选）

Platinum Support is an expanded option, at additional cost, which includes all premium support offering listed above and in addition:

白金支持是扩展版可选项，额外收费，包括上列所有高级支持，且额外包括以下各项：

- Additional number of support contacts allowed (up to 9 maximum number of total support contacts) as well as additional contacts for Customer access to Kyriba Social (up to 9 additional contacts),

允许额外人数的支持联系人（总支持联系人最多 9 个），以及客户访问 Kyriba Social 的额外联系人（额外联系人最多 9 个），

- Individualized and customized monitoring as pre-determined in conjunction with Customer set up. (Ex: bank cash balance variances monitoring, analysis and resolution, rejected payment monitoring ACK Level 4, Inbound & Outbound file integration with ERP, Sandbox setup and monitoring),

个性化和定制化的监控，与客户设置一同预先设定。（例如：银行现金余额变化监测、分析与解决，拒绝付款监测 ACK 等级 4，内向和向外文件与企业资源系统的整合，测试环境设置与监测），

- Direct dedicated phone number to contact the Support Account Manager and team in order to receive the expected reactivity,

专属直线电话号码，用于联系支持账户经理和团队，以获得预期反应，

- Functional Assistance / Webex User Training. Allocation of hours for consulting (8 hours / month) utilized for user training, existing functionality or module optimization,

documentation writing, and setup assistance,

功能性协助/Webex 用户培训。咨询时间分配 (8 小时每月) 用于用户培训、现有功能或模块优化、文档撰写和设置协助,

- Yearly Plus Session in order to provide an analysis and evaluation of existing configuration and supply recommendations for creating further workflow efficiencies. Kyriba product expert will evaluate and document potential enhancements that would create additional efficiencies in operations and workflow, and

每年一次的高级会议, 旨在提供对于现有设置的分析和评估以及提供创造进一步工作流程效率的建议。Kyriba 产品专家将评估和记录可能在运营和工作流程中创造额外效率的潜在改进, 和

- Onsite visit twice a year with the Support Account Manager for 6-month recap with case analysis, defect review, potential development requests, and consulting hours delivered as well as new release notes presentation.

每年两次支持客户经理现场拜访, 进行过去 6 个月的回顾, 项目有案例分析、瑕疵评审、潜在开发请求, 和已交付咨询小时数以及新发布版本要点的展示。

- Enhanced Security Services (optional)

增强安全服务 (可选)

Enhanced Security Services is an option, at additional cost, providing additional services:

增强安全服务是可选项, 额外收费, 提供以下额外服务:

- Completion of Customer Annual Security Questionnaire: Customer may submit a security questionnaire to Kyriba for completion within 30 days,

完成客户年度安全调查表: 客户可以向 Kyriba 提交一份安全调查表, 由 Kyriba 在 30 天内完成,

- Annual Penetration Testing of Kyriba Application: In partnership with Kyriba, Customer can conduct an authenticated penetration test of Kyriba's non-production environment, and

Kyriba 应用程序的年度侵入检测: 与 Kyriba 合作, 客户可以对 Kyriba 的非生产环境进行一次认证的侵入检测, 和

- Annual Customer Audit of Kyriba: In addition to our Security and Compliance Document Bundle, Kyriba will provide audit evidence on the topics of Change Management, Incident Management, Backups, Disaster Recovery Testing, Vulnerability Management, Patching and Security Awareness Training.

对 Kyriba 的年度客户审计：在我们的安全与合规文件包之外，Kyriba 将提供变更管理、事件管理、备份、灾难恢复测试、脆弱性管理、补丁和安全意识培训课题方面的审计证据。

- Premium Advanced Security Services (optional)

高级进阶安全服务（可选）

Premium Advanced Security Services is an option, at additional cost, providing additional services:

高级进阶安全服务是可选项，额外收费，提供以下额外服务：

- Completion of Customer Annual Security Questionnaire: Customer may submit a security questionnaire to Kyriba for completion within 30 days,

完成客户年度安全调查表：客户可以向 Kyriba 提交一份安全调查表，由 Kyriba 在 30 天内完成，

- Annual Penetration Testing of Kyriba Application: In partnership with Kyriba, Customer can conduct an authenticated penetration test of Kyriba's non-production environment,

Kyriba 应用程序的年度侵入检测：与 Kyriba 合作，客户可以对 Kyriba 的非生产环境进行一次认证的侵入检测，

- Annual Customer Audit of Kyriba: In addition to our Security and Compliance Document Bundle, Kyriba will provide audit evidence on the topics of Change Management, Incident Management, Backups, Disaster Recovery Testing, Vulnerability Management, Patching and Security Awareness Training,

对 Kyriba 的年度客户审计：在我们的安全与合规文件包之外，Kyriba 将提供变更管理、事件管理、备份、灾难恢复测试、脆弱性管理、补丁和安全意识培训课题方面的审计证据，

- Customer Priority warning in the event of a Security Breach: In the event of a Security Breach, Kyriba will prioritize notification to Premium Advanced Security Customer, and provide notification no later than 48 hours after confirmation of a Security Breach,

发生安全漏洞时的客户优先权：在发生安全漏洞时，Kyriba 会优先通知高级进阶安全客户，

并在安全漏洞确认之后不晚于 48 小时之内提供通知，

- Dedicated Kyriba Customer Service Specialist in the event of a Security Breach: Premium Customer is assigned a dedicated Customer Service Specialist in the event of a Security Breach. The Customer Service Specialist will be the single point of contact for Customer, and

发生安全漏洞时的专属 Kyriba 客户服务专家：发生安全漏洞时，高级客户会被分配一名专职客户服务专家。该客户服务专家将作为客户的唯一联络点，和

- Annual Onsite Meeting with Kyriba Technology Executives: Annually, Kyriba shall invite Customer to sit down with Kyriba's Key Technology Executives to discuss Technology Roadmap and hear Customer's direct security feedback.

与 Kyriba 技术高管的年度现场会面：每年，Kyriba 将邀请客户与 Kyriba 的关键技术高管会面并讨论技术路线图，并听取客户的直接安全反馈。

- Kyriba Social Customer Portal

Kyriba Social 客户门户网站

Kyriba provides users access to the Kyriba Social customer portal, the online support portal. It provides clients a knowledge base with a peer-to-peer interactive social forum, ideas portal and a discussion forum. Two (2) users per company may access the portal and this can be increased up to 5 maximum total users under the Premium Support option. The Kyriba Social customer portal provides access to the following.

Kyriba 向用户提供 Kyriba Social 客户门户网站的访问权限，这是我们的在线支持门户网站，为客户提供一个集对等互动社交论坛、建议门户网站和讨论论坛为一体的知识库。每个公司可有两（2）名用户可访问此门户网站，若选择高级支持，即可增至总共最多 5 名用户。Kyriba Social 客户门户网站提供对以下各项的访问权

- Knowledge Base - Kyriba product information, including user guides and release notes.

知识库——Kyriba 产品的信息，包括用户指南和版本说明。

- Case Management - open new cases with Kyriba Customer Support and monitor case status.

请求管理——在 Kyriba 客户支持部门提起新请求和监控请求状态。

- Forum - Ask questions of the Kyriba user community and interact with fellow Kyriba users.

论坛——提出对 Kyriba 用户社区中的问题并与其他 Kyriba 用户互动。

- Ideas - Contribute ideas on new product and service enhancements to Kyriba’s product development team. Comment and vote on ideas suggested by fellow Kyriba users.

建议——向 Kyriba 的产品开发团队贡献关于新产品和服务改善的建议。对其他 Kyriba 用户提出的建议进行评论和投票。

- Status - View platform and bank connectivity status and learn what’s new at Kyriba.

状态——查看平台和银行连接状态并了解 Kyriba 的最新动态。

Support Availability Table

支持可用性表

			AREA			
Support level			America	EMEA	Asia-Pacific	
Support languages			English / Spanish		French/English/Spanish	English/Mandarin/Japanese
Primary time	Monday to Friday	All priorities	08H00 A.M-08H00 P.M EST	08H30 A.M-5H00 P.M CET 08H00 A.M-6H00 P.M CET* 09H00 A.M-6H00 P.M BST 08H30 A.M-5H00 P.M UAT**	08H30 A.M-05H00 P.M SST	
Secondary time	Friday to Monday and bank holidays Monday to Thursday + Sunday except bank holidays (for United Arab Emirates only)	Priority 1 Only	08H00 A.M-08H00 P.M EST	8H30 A.M-5H00 P.M CET	8H30 A.M-5H00 P.M SST	
Phone call	Primary time only		From the USA: + 1 877 676 0468 Outside the USA: +1 914 219 1890	France:+331 77 92 17 10 United Kingdom: +44 20 78 06 88 80 United Arab Emirates: In progress	Singapore: + 65 3157 3189 Japan: + 81 3 4589 9420	
Email	Any time	Depending on priority and time	customer_support@kyriba.com (In French, English and Spanish) na_kyribasupport@kyriba.com (In English only) japan_support@kyriba.com (In Japanese only)			

*Premium Support only

**Covering Sunday

*Premium Support only 仅限高级支持

**Covering Sunday 含星期日

(na_kyriba.support@kyriba.com is AMERICA only in addition to “English only”).

(na_kyriba.support@kyriba.com 除仅英语之外，还仅限于美国使用。)

(b) **Kyriba Support Response.** Kyriba shall respond to support requests based on the priority level assigned to each request as determined by both Customer and Kyriba and as described below.

Kyriba 支持回复。 Kyriba 应基于客户和 Kyriba 共同确定并符合下表规定而分配给每一请求的优先级回应支持请求。

Support Priority Response Table

支持优先级回复表

Priority	Description	Kyriba Response Guidelines
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优先级	描述	Kyriba 回复指引
<p>Priority 1</p> <p>优先级 1</p> <p><i>Critical Customer Support Incidents</i></p> <p>关键客户支持事件</p>	<p>Priority 1 means an error of the most critical nature that causes the SaaS Services to cease operating or results in Downtime.</p> <p>优先级 1 是指导致 SaaS 服务停止运行或造成停机的性质最重要的错误。</p> <p>This category is characterized by the following:</p> <p>此类事件具有以下特点:</p> <ul style="list-style-type: none"> • service unavailability <p>服务不可用</p> <ul style="list-style-type: none"> • actual or alleged security breaches. <p>实际或指称存在安全漏洞</p>	<p>Kyriba responsibilities include:</p> <p>Kyriba 的职责包括:</p> <ul style="list-style-type: none"> • primary Hours: < 30-minutes response <p>主要时间: 在 30 分钟内回复</p> <ul style="list-style-type: none"> • secondary Hours: < 4 hours- response <p>次要时间: 在 4 小时内回复</p> <ul style="list-style-type: none"> • Kyriba will assign resources in order to resolve the issue or to propose a work around to the issue <p>Kyriba 将分配资源已解决问题或提出解决问题的变通方案</p> <ul style="list-style-type: none"> • Customer is notified of issues within 15 minutes of confirming issue <p>客户在问题得到确认后 15 分钟内收到问题通知</p> <ul style="list-style-type: none"> • follow-up status communicated to Customer every 4 hours and/or posted on

		<p>alternate site with Kyriba staff available for contact by Customer with 2-hour response.</p> <p>跟进状态将每 4 小时告知于客户和/或发布在交替的网站上, 该等网站有 Kyriba 员工可供客户联系, 并将在 2 小时内作出回复。</p>
<p>Priority 2 优先级 2</p> <p><i>Urgent Customer Support Incidents</i> 紧急客户支持事件</p>	<p>Priority 2 means an error which degrades services performance, and impairs services functionality.</p> <p>优先级 2 是指导致服务性能降低和减损服务功能的错误。</p>	<ul style="list-style-type: none"> • Primary Hours: < 2-hours response. <p>主要时间: 在 2 小时内回复</p> <ul style="list-style-type: none"> • Kyriba will make best efforts to resolve or to propose a workaround within 2 business days. <p>Kyriba 将尽最大努力在 2 个营业日内解决问题或提出变通方案。</p>
<p>Priority 3 优先级 3</p> <p><i>Non-Service Impacting and Informational Inquiries</i> 对服务无影响的事件以及信息询问</p>	<p>Priority 3 means issues with service enhancement initiatives that are low priority and not time sensitive including, but not limited to, subscriber requests for information and instructions for normal operations. These include, but are not limited to, cosmetic or minor flaws in the SaaS Services that have little to</p>	<ul style="list-style-type: none"> • Primary Hours: < 8-hours response. <p>主要时间: 在 8 小时内回复</p> <ul style="list-style-type: none"> • Kyriba will resolve in accordance with its normal product

	<p>no impact on normal business operations, suggestions from Customer for enhancements, or requests from Customer for new services or modifications to the existing SaaS Services.</p> <p>优先级 3 是指低优先级且时间要求不敏感的旨在加强服务的问题，包括但不限于订购者对正常操作的信息和指引的请求。其包括但不限于 SaaS 服务在美化方面的或微小的，对正常业务运行没有影响或影响很小的缺陷，客户发来的关于强化的建议，或客户发来的对新服务或对现有 SaaS 服务的修改的请求。</p>	<p>development schedule.</p> <p>Kyriba 将根据其常规产品开发日程解决。</p>
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The Kyriba Sales (Account Management) Department will manage support requests from Customer relating to the following:

Kyriba 的销售（帐户管理）部门将管理客户关于以下方面的请求：

- (1) establishment of bank connection, FTP connection or network configuration;
设立银行连接、FTP 连接或网络配置；
- (2) consulting/professional service requests such as application settings and new module configuration;
and
咨询/专业服务请求，例如应用程序设置和新模块设置；和
- (3) any training.
任何培训。

These requests will be coordinated with Kyriba's Consulting team, once written approval by Customer for the corresponding work has been received.

一旦收到客户对相关工作的书面批准，这些请求将与 Kyriba 的咨询团队协调。

This SLA has been written in both the English and Chinese languages. Both versions shall be equally

authentic. If there is any conflict between the English and Chinese version, the English version shall prevail.
本 SLA 以英文和中文书就。两种文本具有同等效力。若中英文版本有冲突，应以英文版为准。