



Service Level Agreement (SLA)

Last Updated: April 22, 2024

1. Service Scope

1.1 This SLA pertains to all services provided by RiConnect under the category of RiConnect SaaS Platform Services.

2. Service Availability

2.1 RiConnect commits to maintaining a minimum service availability of 99.9% per month.

2.2 Availability calculations will exclude downtime caused by:

- Planned maintenance activities
- Force majeure events, such as natural disasters or government actions

2.3 Recovery Time Objective (RTO)

In the event of a service interruption, RiConnect aims to restore services within 4 hours, aligning with our commitment to minimizing downtime and ensuring prompt service recovery.

2.4 Recovery Point Objectives (RPO)

Our Recovery Point Objective (RPO) is defined as the maximum acceptable duration of time between the last data recovery point and the occurrence of a service interruption. We aim for an RPO of 8 hours, which determines the acceptable level of data loss during a service disruption.



3. Fault Response Time

3.1 In case of a service interruption, RiConnect pledges to initiate a response and work towards resolution within 24 hours of receiving the report through our designated reporting system.

4. Customer Support

4.1 RiConnect offers customer support from Monday to Friday, from 8:30 AM to 5:30 PM (UTC+8).

4.2 Users can submit questions or problem reports through our support case system. RiConnect undertakes to respond within 9 hours of receiving the report during regular business hours.

5. Security

5.1 RiConnect is dedicated to ensuring the security of customer data. All data is encrypted in transit and at rest.

5.2 RiConnect complies with relevant regulations, including but not limited to GDPR.

6. Reporting and Review

6.1 RiConnect conducts routine assessments to ensure the security and optimal performance of its systems, utilizing platforms like SonarQube and OpenText's Fortify. Additionally, RiConnect arranges for an annual penetration test conducted by an external testing firm to further enhance comprehensive security measures.

7. Updates and Change Notifications



7.1 RiConnect will provide advance notice to customers of any upcoming changes related to the service, encompassing, but not limited to, feature upgrades, or system maintenance. Notifications will be communicated through the RiConnect web portal.

8.Compensation

8.1 RiConnect acknowledges the importance of maintaining service reliability. Discussions regarding compensation or service discounts, in the event of service unavailability or other fault scenarios, will be initiated to address the impact on our valued customers.

9.Security Measures

9.1 RiConnect implements stringent data center security measures by hosting services on leading cloud platforms, such as AWS, GCP, Azure, and others, to ensure a controlled and secure environment. Access to data centers is restricted, monitored, and limited to authorized personnel only.

9.2 Vulnerability Management

Regular employment of static/dynamic application security testing tools, along with routine penetration testing, identifies and addresses vulnerabilities promptly. Data transmission is secured with HTTPS, and all static information at rest in the database is encrypted, ensuring comprehensive data security.

9.3 Encryption

Customer access to the service and stored data is encrypted both in transit and at rest. Passwords used by customers are appropriately complex and securely stored, utilizing SHA 256.