



## SaaS Support Services, Disaster Recovery and Data Backup Policy Exhibit

**Last updated:** February 16, 2026

This SaaS Support Services, Disaster Recovery and Data Backup Policy Exhibit is subject to the terms and conditions of the Portal26 SaaS Subscription Agreement (the "Agreement"). Capitalized terms not defined in this exhibit will have the meanings specified in the Agreement. We reserve the right to change the terms and conditions of this exhibit from time to time.

### 1. Scope of Support

Portal26 will provide Support Services to Customer for the Services listed in an Order. Portal26 shall (i) use commercially reasonable efforts to maintain the Services in an operable condition materially in accordance with the applicable Documentation; and (ii) make available for Customer's use such modifications, improvements and enhancements as Portal26 may incorporate into the Services and generally make available to similarly situated customers without additional charge. Professional services relating to implementation of the Services are not provided as part of Support Services. Customer shall cooperate in all reasonable ways with Portal26, including by providing such access, computer time, information, equipment, staff and facilities as may be reasonably necessary to identify, reproduce and remedy the circumstances. Support Services for the Services is limited to the applicable Services and excludes support and/or maintenance of any other technology or services used in conjunction with the Services. Portal26 may update and/or amend the underlying policies and procedures reflected in this Exhibit from time to time, but will not materially diminish the level of Services provided.

### 2. Designated Support Contacts ("DSCs")

Customer is allowed four **Designated Support Contacts ("DSCs")**. Each DSC must be knowledgeable in the operation and use of the Services. Only DSCs may register support questions and maintenance issues on Customer's behalf. In rare circumstances, at Portal26's sole discretion, additional users with production related questions will be allowed to temporarily register issues. In this case, Portal26 shall copy all communication related to the issue to the registrant and the Customer's DSC(s). DSCs may be registered or changed periodically via email to [support@Portal26.io](mailto:support@Portal26.io).

### 3. Support Hours

Support is provided between 8:00 AM and 5:00 PM, Pacific Time on business days in the United States of America, excluding public US holidays. DSCs may register Support Services tickets via email to [support@Portal26.io](mailto:support@Portal26.io).

### 4. Priority Setting & Response Times

Portal26 will respond to support issues based on priority, as outlined below. Customer may set the priority when making the initial registration of the support issue. Portal26 reserves the right to revise this priority once the call is allocated and assessed. If no priority is assigned, then Priority 4 will be assumed. Customer may escalate any unresolved Support Services issues as set forth below.

Escalation	Contact / Title	Number	Email
Escalation 1 – initial ticket	Help Desk	Use Slack	support@Portal26.io
Escalation 2	Product Manager	Use Slack	product@Portal26.io
Escalation 3	VP Engineering	Use Slack	vpe@Portal26.io

**Priority & Response Times during Support Hours**

Priority 1	Critical Impact - Service Down: Definition: The service is down or experiencing critical issues affecting all or a large portion of users. These issues prevent users from accessing or using the service entirely.	1 hour
Priority 2	High Impact - Major Functionality Broken Definition: Major functionalities of the service are unavailable or severely limited, affecting many users but not resulting in a complete outage.	4 hours
Priority 3	Medium Impact - Limited Functionality Affected Definition: Issues that affect some users and result in limited functionality, but workarounds may be available.	Within Next Business Day
Priority 4	Low Impact - Minor Issues Definition: Issues that have a minimal impact on the service and affect very few users.	Within 2 Business Days
Priority 5	Very Low Impact - Enhancement Requests Definition: Issues that do not affect the current operation of the service. These are often enhancement requests or suggestions for future improvements.	Within 5 Business Days

**5. SaaS Services Maintenance**

Event	Maintenance Window	Notifications & Scheduling
Standard Scheduled Maintenance	Not to exceed 12 hours between 20:00 Friday till 08:00 Saturday, Pacific time. Total number of Scheduled Maintenance(s) may not exceed every other weekend.	Customer will be notified prior to the commencement of scheduled maintenance.
Emergency Maintenance	Portal26 may elect to perform Emergency Maintenance outside the Maintenance Window when Services are under material threat due to security penetration, virus attacks, spam, or data integrity issues. Portal26 will use commercially reasonable efforts to minimize the duration and frequency of any Emergency Maintenance outside of the Standard Scheduled Maintenance window.	Portal26 will use commercially reasonable efforts to provide a minimum of 8 hours' notice prior to any Emergency Maintenance, but this notice may not be possible in all cases. Portal26 shall use Emergency Maintenance only in case of extreme risk to Subscription Services, as determined by Portal26 acting in good faith. Emergency Maintenance shall not be considered a Services Outage when performed in response to extreme risk to Subscription Services.

**6. Portal26 Support – Included Services**

Portal26 will provide Support Services for an unlimited number of registered support questions and issues about the Services, to specifically include the following types of issues:

- (i) General questions and issues surrounding functionality and capabilities of Services as licensed by Customer, including appropriate levels of how-to instruction, examples, or simple reviews of Customer’s implementation.
- (ii) Receipt, installation, and review of complete or partial Services applications for the sole purpose of supporting Customer. Such databases and applications provided for support purposes shall be subject to confidentiality agreements in place between Portal26 and Customer, but may remain on file for support of future issues unless Customer indicates they wish for such to be deleted at the end of a specific support case. In all cases, Customer is solely responsible for determining whether it is able to send database or logs to Portal26 for support purposes, and whether such complies with any obligations it has with regard to data confidentiality or distribution.
- (iii) Use of one of the following communications Services: Zoom Meeting, Google Hangout Services, subject to Customer’s security and /or firewall restrictions, to access the Customer’s application of the Services, with the approval and supervision of either Customer support case registrant or DSC, with the sole objective of resolving a support case. Portal26 may, from time to time, change the list of support communications Services.
- (iv) In the case any support issue results in a suspected Services failure to comply with the applicable Documentation (“bug”) being identified, such bug shall be tested and supported with a potential work-around prior to being passed to the Portal26 Services Management team, whereupon it is managed through the Research and Development processes.

**7. Portal26 Support – Excluded Services**

Portal26 provides certain consulting services under a separate consulting services agreement. These services are billable on a time-and-materials basis with associated business expenses paid by the Customer. These services include, but are not limited to, setup and configuration of network gateways, network DLP and related services to send network traffic data to Portal26. Customer should consider the following as guidance on where an issue transcends a support issue into a billable consulting or education work order:

- (i) Any project management, design, implementation, or quality assurance testing related to a specific application initiative by Customer and not specifically related to a registered “how-to” or Services performance issue.
- (ii) Any person registering an issue that is not a DSC.
- (iii) Support around web services and integration in general are limited to specific web services calls made into the Services in terms of the request and reply made through the services interface. Any subsequent custom development in Customer’s own applications and integration Services is not supported through Portal26 Support.

**8. Disaster Recovery, and Backup**

- a. **Network Traffic Downtime.** Portal26 receives network traffic data from the customer. This is set up to be highly available (HA) across availability zones within a region. In case a region goes down, Portal26 will provision a new HA deployment in a new region within 4 hours. Any Network Traffic sent over during that period will be irrecoverably lost.
- b. **Disaster Recovery and High Availability.** Portal26 will host Customer facing Services in two or more Availability Zones (an Availability Zone is defined as a physically separated data center) within a single Geographic Region (a Geographic Region is defined as two or more Availability Zones within a local jurisdiction). In the event of a disaster that renders an Availability Zone within a Geographic Region inoperable, Portal26 will continue making the service available within the other Availability Zones in the Geographic Region. Portal26 shall use commercially reasonable efforts to ensure the Services will have disaster recovery procedures designed to meet or exceed Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) as outlined below:

For disaster impacting an Availability Zone within a Geographic Region:

RPO	≤ 1 hour
RTO	≤ 6 Hours

- c. **Disaster Recovery Plan.** Portal26 will have a documented disaster recovery plan that is tested not less than once each calendar year. Portal26 shall implement a disaster recovery plan consisting of necessary policies and procedures, as well as ancillary backup capabilities and facilities (“DRP”), through which Portal26 shall ensure that

it shall be able to render the Services to Customer with minimal disruptions or delays in the event of any actual disaster or unplanned interruption in Services. Portal26 shall provide the DRP for no additional fees, except to the extent expressly provided for in an applicable Subscription Order under the Agreement. The DRP shall include: (a) a description of Portal26's responsibilities in the event of a disaster; (b) a list of roles authorized to declare a disaster; and (c) a description of recovery procedures. Portal26 shall, upon Customer's request, annually certify to Customer that the DRP is fully operational.

- d. **Backup.** All Customer Data is copied at least daily to a secure, different location. The backup Customer Data will be restored to the primary location in the event that Customer Data in the primary location is damaged by an unexpected event or disaster.