Certificate of License and Authenticity

Dear Customer

End Customer Company: Razorpay Software Pvt Ltd

Partner: Connectivity IT Solutions Private Limited
Primary Contact: Mr. Vinod Menon
Contact Id: chithravasanth@connectivitysolutions.in

Thank you for buying Accops products. This document contains important and confidential details related to your purchase. The document contains information that is required to use Accops products, get software upgrades and technical support. Please preserve this document for duration as long as you are using Accops products.

Software License Keys – Do not discard

Required for Software installation and future upgrades

Reproduction of This Certificate is strictly prohibited.

Certificate Number: IN 160421012
Issued Date: 16th April 2021
Purchase Order No: 5900010978

License Issued to	*Razorpay Software Pvt Ltd*
Product Purchased	Accops HySecure
License Description	Accops HySecure Named Based License
Serial Key	**ddc2cd14-5c06-494d-82ee-fd8d9b04291c**
Entitlement Type	Named Based
Licenses Entitled	30
Add On Licenses	**20**
Total Licenses	**50**
Login Id	**Razorpay**
Password	**RazoSoF@738**
Date of issue	16th April 2021
Maintenance Start Date	17th April 2021
Maintenance End Date	16th April 2022
Support Level	Enterprise Support

License Issued to	*Razorpay Software Pvt Ltd*
Product Purchased	Accops HyWorks
License Description	Accops HyWorks Named Based License
Serial Key	**4109ddfd-4510-4c41-81ad-dc4d188c2340**
Entitlement Type	Named Based
Licenses Entitled	30
Add On Licenses	**20**
Total Licenses	**50**
Login Id	**Razorpay**
Password	**RazoSoF@738**
Date of issue	16th April 2021
Maintenance Start Date	17th April 2021
Maintenance End Date	16th April 2022
Support Level	Enterprise Support

Accops Enterprise Support Services
- Ticketing Portal/Email/Phone/Remote support
- Mon-Sat: 9:00am-9:00pm
- 12x6 IST, excluding national holidays
  - First response within 4 hours
  - Workaround within 24 hours
  - Resolution within 1 week

Software Maintenance covers the following:
- Major releases – significant changes in functionality and features
- Minor releases – enhancements to functionality or bug fixes
- Service packs – collection of patches
- Patches – individual bug fixes

Technical Support:

Ticketing Portal: http://support.accops.com
Support Email ID: support@accops.com
Support Line: +91 (0) 20 6719 0123

ACCOPS SUPPORT ESCALATIONS & SLAS

SUPPORT LEVEL	Please refer to Service level agreement for full details	
Level	**Enterprise, Platinum**	
Timing	**9 AM - 9 PM (IST) (Monday to Saturday) No support in Indian and international Holidays**	
Emergency Support	24 x 7 (during Complete / Major Production loss)	
SLAs		
Priority 1		
Incidence type	Complete loss of function	
First Response	30 minutes	
Restoration goal	8 hours	
Support Management Escalation	within 1 hour	
Account team escalation	within 4 hours	
Priority 2		
Incidence type	Partial loss of function	
First Response	2 hours	
Restoration goal	24 hours	
Support Management Escalation	within 4 hours	
Account team escalation	within 24 hours	
Priority 3		
Incidence type	Minor problems with no impact on business	
First Response	within 24 hours	
Restoration goal	72 hours	
ESCALATIONS		
Support Management		
Ticketing Portal	https://support.accops.com	
Process: Email ID need to register with portal by using your corporate Email ID. Once Email is registered, new tickets can submit		
Support Number	**020 67190123**	

Support Email ID	support@accops.com	
Escalations: Support - Technical & Operations	sunil.titto@accops.com	+91 9765400775
Accounts Team		
Accounts	accounts@accops.com	
Global sales management	sales@accops.com	
Executive Management		
Global Contact	info@accops.com	+91 9595 277 001 #4
MD	mohan.bhat@accops.com	+91 9820 554115
CEO	vijender.yadav@accops.com	+91 9637 452 253

Level of Service Agreement	Standard	Enterprise	Platinum
Email/Remote Support timings	8X5 IST: 9.30 am – 5.30 pm CST: 7am – 2pm GMT: 9am – 5.30pm	12x5, (Monday to Friday) Saturday 8 Hrs, no support on Indian and International holidays IST: 9 am – 9 pm CST: 7am – 1pm GMT: 9am – 9pm	24x7x365
Phone Support	No	Yes	Yes
Onsite Visit Instances	No	4* (Only Selected Indian Metros)	10* (Only Selected Indian Metros)
Proactive Health Check Onsite Visit	No	No	4 per year
Dedicated Support Account Manager	No	No	Yes
Free Product Training	No	No	Yes
Software Upgrades and Patches	Yes	Yes	Yes
Customer Portal Access	Yes	Yes	Yes
IM Support	No	Yes	Yes
Hardware Replacement	4 Weeks	2 Weeks	Next Business Day

Accops Systems Private Limited

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