

SLA with Silvertoad Ltd

Hosting & Support

Schedule A - Service Level Agreement

1. The Service

The hosting, support and maintenance of the Web Based Services and/or Developed Web Services supplied by the Company to the Client will be as per the Terms, this Service Level Agreement and the Conditions of Sale.

2. Price

2.1 The Price for support and maintenance, web hosting and related services are as agreed in writing between the parties or otherwise in accordance with the Terms, and will be invoiced in advance of the commencement of Service delivery and paid in accordance with the Conditions of Sale.

2.2 The support and maintenance Price provides for a time-bank for support services as described in paragraph 3 below. Support time will be accounted for in 15 minute units. Eight hours of support time equates to one day.

3. The Support Services Provided

3.1 Management

- i. This service provides the management control for matters relating to the delivery of the contracted Web Based Services including service review, reporting, contractual matters and service level agreements.
- ii. Matters that will be logged against the Timebank are: Support calls of any type, investigative and resolution work, ad-hoc consultancy and reporting at the request of the Client, issue and technical management.
- iii. Matters that will not be logged against the Timebank are: Annual contract renewal.

3.2 Incident & Problem Management

- i. This service covers the management of the resolution of all reported incidents concerning the Web Based Services through to closure, the management of problems and related change requests and the restoration of the service following hardware and software failures.
- ii. Matters that will be logged against the Timebank are: Support calls of any type, investigative and resolution work, ad hoc consultancy and reporting at the request of the Client, issue and problem management.
- iii. Matters that will not be logged against the Timebank are: Rectification of Defects (Bugs) that are the responsibility of the Company.

3.3 Enhancements & New Requirements

- i. This service provides a mechanism for receiving requests for changes and enhancements to the Web Based Services.
- ii. Matters that will be logged against the Timebank are: Support calls of any type, investigative and resolution work, ad hoc consultancy and reporting at the request of the Client, issue and technical management, enhancements and new requirements requested by the Client.
- iii. Matters that will not be logged against the Timebank are: Requests carried out under a quoted extension to contract and/or quoted new requirements/development.



4. Client's Responsibilities

The Client shall ensure the following:

- 4.1 That the scope and content of the Service is understood by Authorised Members of the User Community.
- 4.2 That requests for the Service are made only by Authorised Members of the User Community.
- 4.3 That Authorised Members of the User Community using the Service have received appropriate training and/or guidance.
- 4.4 That the integrity of all Client owned and generated data is satisfactorily maintained.
- 4.5 That the confidentiality of secure information is satisfactorily maintained.
- 4.6 That Developed Web Services are satisfactorily managed by the Client as anticipated under the Terms.
- 4.7 That known current or planned issues on which the Client requires action by the Company are notified by the Client to the Company's Service Desk at the earliest opportunity, and confirmed without delay in writing, giving sufficient time for investigation, agreement and implementation of necessary action.
- 4.8 That known current or planned issues within or associated with the Client's business that could have an impact on the delivery of the Service by the Company are notified to the Company's Service Manager, and confirmed without delay in writing, giving sufficient time for investigation, agreement and implementation of necessary action.

5. Company's Responsibilities

The Company shall ensure the following:

- 5.1 That the Service is delivered in compliance with the requirements described in this Schedule.
- 5.2 That the scope and content of the Service is understood by the Company's staff and management.
- 5.3 That the Service processes and procedures are followed.
- 5.4 That changes to the Service are documented in accordance with its Change Control Process.
- 5.5 That known current or planned issues on which the Company requires action by the Client are notified by the Company to the Client at the earliest opportunity, giving sufficient time for investigation, agreement and implementation of necessary action.
- 5.6 That known current or planned issues associated with the Company's delivery of the Service that could have a material impact on the Client are notified by the Company to the Client, giving sufficient time for investigation, agreement and implementation of necessary action.

6. Service Entitlement

When making a Call to the Service Desk the user on behalf of the Client will be requested to provide its Service Entitlement to allow the Service Desk to validate entitlement to Service. Failure to provide valid Service Entitlement information will mean that the Call is rejected and closed. Entitlement failures will be notified to the Company's service management.

7. Call Management

Calls to the Company's Service Desk shall be by telephone or e-mail. Once received, the Service Desk will request and log the Call details on the Call Management System. The Call will be given a unique identity number. If the Service Desk successfully resolves the Call, the log will be closed. If the Call cannot be resolved it will be routed to the appropriate Company Support Unit, which will then manage the Call to completion.



8. Hours of Cover

Supported Hours (Standard Default): 09.00 to 17.30 UK time Monday to Friday (excl. public holidays). For periods of cover outside these hours' additional arrangements should be made and appropriate charges will be incurred. Standard service levels will not necessarily be applicable.

9 Response Times and Defect Types

The Company will respond to all Defects reported within the Company normal business hours of 09:00 to 17:30 UK time Monday to Friday, excluding public holidays, in accordance with the response time detailed below. A 'response' is defined as either a rectification of the Defect or a plan of action to deal with the Defect. Customers with more than one open Defect can assign relative priorities for such Defects.

Defect Notification

Defects must be notified to the Service Desk via email to 'support@silvertoad.co.uk' or by telephone call.

Calls made to the service desk must be followed up with a support request email confirmation.

Prioritisation of response times: Severity	Definition	Response Time
1. Major	Defect that means that the Developed Web Services or a major part of the Developed Web Services is unavailable, and which is critical to the Client's service delivery.	Within 8 hours. The Company will use all reasonable endeavours to respond immediately to Major Defects.
2. Minor	Defect in a part of the Developed Web Services and which is not critical to the Clients service delivery.	Within 3 working days.
3. Cosmetic	A documentation or cosmetic defect.	Within 7 working days.

