

# SERVICE LEVEL AGREEMENT

## 1. Purpose and Scope

This document defines the specific services for the Client that the Company will provide and describes the Services to be provided all as more specifically described in this schedule below:

- a. Customer Support
- b. Backup Services
- c. Monitoring and Reporting

## 2. Service Hours

The customer service help desk will be available to accept, and work on support e-mails sent to [support@datahubclub.com](mailto:support@datahubclub.com) between the hours of **[09:30am and 17:30pm] Monday through Friday excluding UK Public Holidays**. Times specified are UK local Times (i.e. in summer these will be BST and not GMT). Alternatively calls may be made to the following number: [0208 8498903]

## 3. Online Availability

Online server availability will be in line with the service levels specified by the company contracted by the Company. Server specifications covering online availability are defined in the Annex 1 to this Service Level Agreement.

## 4. Backups

### 4.1 Backup Frequency

Company will ensure that backups are performed in accordance with the following table:

FREQUENCY	DATA TYPE	BACKUP TYPE	BACKUP WINDOW
Daily	Files	Manual	An hour
Weekly	Files	Automatic	Half day
	Database	Automatic	

Execution times for backups will be monitored for adherence to these times.

## 5. Recovery times for System Failures

All details of data and server back-ups are defined in the Annex 2 to this Service Level Agreement.

## **CUSTOMER SUPPORT RESPONSE TIMES**

The Company shall provide the following response times to e-mails (calls) received:

Customer support emails (calls) to the Company customer support email address will be acknowledged on receipt. Details of the incident and contact information will be taken from the submitted information, a service request will be raised, and the service request number will be returned to Client in the response.

In each case, the Company will assign the appropriate level of priority and an appropriate support analyst to the service request, and the Company shall use its reasonable endeavours to ensure that work shall commence within the times specified in the table below.

<b>RESPONSE</b>	<b>HIGH PRIORITY</b>	<b>MEDIUM PRIORITY</b>	<b>LOW PRIORITY</b>
The email (call) will be addressed by support analyst within:	8 hours	24 hours	72 hours
Progress reporting	Every hour or as agreed	Every day or as agreed	As agreed
Maximum target for provision of plan for resolution or circumvention	1 Day	2 Days	5 Days
Provision of Temporary Fix	A.S.A.P.	A.S.A.P.	A.S.A.P.
Provision of Permanent Fix	A.S.A.P.	A.S.A.P.	A.S.A.P.

A "Temporary Fix" is an acceptable temporary work around the issue, which allows the Services to be provided without substantial degradation in performance. A Temporary Fix can include changing back to a previous version of software. Such a fix will only be implemented with the agreement of Client's Representative.

A "Permanent Fix" is a permanent resolution of the issue, which restores the Services to optimum level.

A.S.A.P. Means in such reasonable time as is physically and technically possible with due regard for the severity and complexity of the issue and the integrity of the solution.

Priority is a measure based on impact and severity as set out in the following section, and dictates the response that the event will receive.

### Classification of Support Priorities

**HIGH** - A major issue which prevents the Services or a part thereof from being run and/or cripples the Software or a part thereof or causes severe performance degradation; causes a halt to the operation of important tasks by Client or places the operation of such tasks at risk;

**MEDIUM** - A major problem with the running of the Services, notably to perform in accordance with and provide the facilities, functions and capacity as set out in the Proposal or relevant technical documentation, (other than a major issue).

**LOW** - A minor inconvenience, which causes minor disruption to the Client.

## **SUPPORT EMAIL (CALL) IMPACT AND SEVERITY GUIDELINES**

When Client logs a support email (call) with the Company, impact and severity will be assigned to the email (call) by the Company using the following guidelines:

Impact: the extent the problem would have on Client's business continuity (reflecting number of people affected)

EXTENT	DESCRIPTION
Single user	A single user is affected.
Functional group	A number of users, grouped by business function are affected.
Geographical group	A number of users, grouped by their geographical location are affected.
Organisation	All the users within Client's organisation are affected.

Severity: how severely the Client's business is impacted.

SEVERITY	DESCRIPTION	EXAMPLE
Unable to carry out business function	The problem prevents the user from performing its business function.	The Services are unavailable.
Major inconvenience	The problem allows user(s) to continue to perform their business function in a restrictive manner, and seriously reduces the efficiency of the user(s) within the business.	Unable to print reports.
Minor inconvenience	The user is able to perform its business function, but a matter has been identified which reduces the efficiency of the user(s) within their business function.	The space available for a text label is too small for the complete text to be displayed.

### **ESCALATION PROCESS**

The email (call) logging system automatically escalates based on the time that an email (call) remains in a particular status & impact/severity.

Escalation levels:

1. Support analyst notified
2. Support analyst and team leader notified
3. Support analyst, team leader and support manager notified
4. Support analyst, team leader, support manager and director notified

Client can request escalation by contacting the Company's customer support within Service Hours.

Escalation levels 1 + 2 are to ensure that initial contact is made with Client.

Escalation levels 3 + 4 are to ensure that the maximum target for provision of plan for resolution or circumvention is met.

	<b>HIGH PRIORITY</b>	<b>MEDIUM PRIORITY</b>	<b>LOW PRIORITY</b>
<b>ESCALATION LEVEL 1</b>	When email (call) is logged	When email (call) is logged	When email (call) is logged
<b>ESCALATION LEVEL 2</b>	8 hours	24 hours	72 hours
<b>ESCALATION LEVEL 3</b>	24 hours	3 Days	5 Days
<b>ESCALATION LEVEL 4</b>	2 Day	5 Days	10 days

# ANNEX

The Company develops and maintains the platform in a domain hosted on a dedicated web-based server. The Client has access to the platform through a secured login process based on their privileges.

The Company takes all reasonable steps within its control to maintain the functionality and performance of the tool and ensure the security of the data stored within the platform.

The following sections shed light to the server specifications and data protection and recovery policies of the Online Hosting Provider (OHS) through its terms and conditions.

## 1. Server specifications:

- UK based hosting
- ISO9001:2008, ISO27001, and SSAE16 / ISAE 3402 certified.
- 99.9% Uptime Guarantee
- 24x7 Support
- Server-grade Intel Hexcore processors
- 1 TB RAID 1 (mirrored) customer data drive cached
- Battery backed, RAID controller for all drives
- Redundant Power, HVAC & Fire-Detection Systems

## 2. Data Protection & Disaster Recovery Plans

- **Live Backup (RAID Technology)** – The OHS uses cutting-edge RAID Hardware to protect all data on the server against harddisk failures. This technology works by creating a mirror of all data on more than one harddisk automatically, without any delay i.e. all data is written to multiple harddisks simultaneously so that if any harddisk fails, that harddisk will be marked as deactivated and the system will still continue to function as though nothing has happened by using the copy of the data on the other harddisk(s). The best part is that you do not require to make any changes or special code modifications in your website/web application for this technology to function.

RAID systems offer a significant advantage over non-RAID systems, both in terms of data protection and ability to maintain 100% uptime, as the system continues to function perfectly in case of disk failures. RAID technology also marginally improves the performance of the various services on the server.

As soon as a harddisk fails, notification alerts are sent out, so that the failed harddisk can be replaced by the system administrators. As such, the system continues to perform normally despite disk failures, using the mirror of the data on the additional harddisk(s).

- **Daily & Weekly Server Backups** - Important data exists across various locations on a server. Our subject-matter experts have conducted comprehensive research and have prepared complex backup scripts that automatically maintain copies of all important files and folders, in a secure manner, on a regular pre-defined interval, such that we can restore a server in the shortest possible time, in the event of a total failure.