



Service Level Agreement

Purpose & Scope

This page 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. Monitoring and Reporting
- c. Backup Services

Service Hours

The customer service help desk will be available to accept, and work on support e-mails sent to intelligence@ActiveXchange.org (APAC) and intelligence@ActiveXchange.ca (North America) and info@ActiveXchange.co.uk (EMEA) between the hours of 0830 and 1830 Monday through Friday excluding Public Holidays.

Response Times

ActiveXchange shall provide the following response times to emails received:

- Customer support emails to ActiveXchange's customer support email address will be acknowledged within an hour of 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, ActiveXchange will assign the appropriate level of priority and an appropriate support analyst to the service request, and ActiveXchange shall use its reasonable endeavours to ensure that work shall commence within the times specified in the table below.
 - High priority = 8 hours (resolution target time is 1 day). 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 priority = 24 hours (resolution target time is 2 days). 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 priority = 72 hours (resolution target time is 5 days). A minor inconvenience, which causes minor disruption to the Client.

Temporary fixes will be suggested and made at the earliest possible time, reflecting the severity and complexity of the problem. These will then migrate to a permanent fix in the time frames specified above.

Support email - severity and impact guidelines

When a client logs a support email with ActiveXchange, impact and severity will be assigned to the email by ActiveXchange using the following guidelines:

- Impact: the extent the problem would have on Client's business continuity (reflecting number of people affected):
 - single user
 - functional group
 - geographical group
 - Organisation
- Severity: how severely the Client's business is impacted.
 - unable to carry out business function
 - major inconvenience
 - minor inconvenience

Escalation process

The email logging system 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 ActiveXchange's customer support within Service Hours. All requests will be logged and overseen by a director level member of staff.

Servers and Backups

ActiveXchange stores client data on servers within the Client's region. ActiveXchange will ensure that backups are performed on a minimum monthly basis. The majority of ActiveXchange's products are built on the Microsoft technology stack, ensuring best practice with respect to data management and security, further details are available at <https://privacy.microsoft.com/>

Online Availability

Online server availability will be in line with the service levels specified by the service provider contracted by the Company (Microsoft for the majority of products and data services).