

SLA - Service Level Agreement

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Terms and Definitions

“Service Level Agreement” or “SLA” means the document attached to the applicable Authorization Letter, Change Order and/or any statement of work attached thereto which defines and sets forth the service level commitments to be performed by Supplier in providing Supplier’s Service and Supplier’s Software to the client. Any such SLA shall remain in force under all subsequent Authorization Letters, Change Orders and/or any statement of work attached thereto for which it applies unless the Parties specifically agree otherwise via a Change Order.

Service Level Calculation

Service Level Availability Calculations	
Planned Service Availability	Available time in month <u>minus</u> Supplier planned maintenance time.
Actual Service Availability	Planned service availability <u>minus</u> unscheduled downtime
Service Availability Level (%)	Actual service availability <u>divided by</u> the planned service availability <u>multiplied by</u> 100

Error Classification

Operator shall assign one of the following severity levels to each Error Report it sends to Worximity.

Level	Definition	Examples
Severity 1	<p>The impact of the reported Error is such that the Operator is unable to use the Platform (i. e. is experiencing a complete service outage)</p> <p>Important features of the Platform are not working properly and there are no acceptable, alternative solutions. While other areas of the Platform are not impacted, the reported deficiency has created a significant, negative and direct impact on the end-user serviceability.</p>	<p>If Login to TileBoard is not possible.</p> <p>If TileBoard data is not updating.</p> <p>There is problem such that operator when trying to enter a cause is not able to do so to any configured lines – so this is severity 1.</p> <p>Major feature not working, no alternative available.</p>
Severity 2	<p>Important features of TileBoard service are unavailable, but an alternative solution is available or non-essential features of the Platform are unavailable but do not materially impair the normal operation of the service. The Operator impact is minimal loss of operational functionality.</p>	<p>Production Summary tile is not available. However, a report can be generated. This is a work around. Hence the issue is severity 2 – as there is an alternative solution.</p> <p>Report generation is not working.</p> <p>It takes more than 20 seconds to display data when switching from one line to another on TileBoard. This does not prevent any use of the main application features and so is a severity 2 problem</p>

Severity 3	The reported Error is a service affecting defect that is not a Severity 1 Error or a Severity 2 Error.	Layout problem, for example overlapping text, which does not prevent the normal operation/use of the service.
Information Request	Any questions about the services, or specific user information.	

*After analysing the Error Report, Worximity may re-classify the severity level if necessary.

Service Level Targets (SLTs)

If it is determined that an Error exists in TileBoard, Worximity will provide support to Client as set forth below.

Worximity will work to provide response, workaround and resolution to the extent possible within the target times as follows:

	Severity 1	Severity 2	Severity 3	Information Request
Initial Response Time	Within	Within	Within	Within
(Customer Contact)	4 hours	4 hours	1 Business Day	3 business Days
Workaround Implementation Time (i.e. Temporary Fix Time)	Within 48 hours	N/A	N/A	N/A
Customer Service updates	Every 4 hours	As Mutually Agreed	As Mutually Agreed	N/A
Corrective Software Response Time (Permanent Fix Time)	Within 1 week	Next release	As Mutually Agreed	N/A
Hours Of Coverage	8h to 17h ET Business Day	8h to 17h ET Business Day	8h to 17h ET Business Day	8h to 17h ET Business Day

Monitored and Maintained Availability

Worximity will use reasonable efforts to ensure that the Service maintains a monthly Availability level at least equal to 99.5% excluding planned maintenance periods.

Please note that this metric excludes any outages that may occur on client's network/equipment.

Supplier Support Services

Supplier Support Services Center	
Hours of Operation	Business Day (From 08h to 18h, Monday to Friday) for Severity 1, 2 and 3
Trouble Ticket Web Site	https://worxspace.worximity.io/
Contact Phone Number	1 (844) 303-8453
Email Address	support@worximity.com

Supplier Escalation Contacts

Escalation Level	Entity	Name	Office	Cell	E-mail
1	Worximity Support		1 (844) 303-8453		support@worximity.com
2	Tech Manager				
3	Director, Operations				
4	CEO				

