



Service Level Agreement (SLA)

Agreement with [Client Name]

September 2019

Signed for IntoZetta:

Signed for [Client Name]:

Date:

Date:



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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between IntoZetta Ltd and [Client Name] for the provisioning of IT services required to support and sustain the IntoZetta software.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to describe the IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

3. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice or until the termination of the license agreement between IntoZetta and the customer. This Agreement should be reviewed at a minimum once per year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

4. Service Agreement

The following detailed service parameters are the responsibility of IntoZetta in the ongoing support of this Agreement.

4.1. Service Scope

The following Services are covered by this Agreement;

- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (additional costs may apply)

4.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.



- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

4.3. Service Provider Requirements

IntoZetta responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

4.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday - Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 72 hours during the business week

5.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- Within 8 hours (during business hours) for issues classified as High priority (e.g. system outage, major data loss)
- Within 48 hours for issues classified as Medium priority (e.g. specific section not functioning as expected)
- Within 56 hours for issues classified as Low priority (usability questions, format changes)
- Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Timings are based on working hours, e.g. 24 hours = 3 x 8 hour working days.