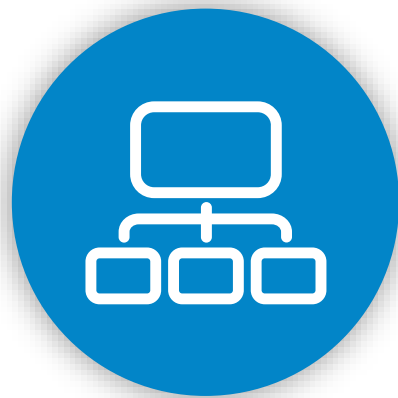




Revo SM Group Ltd

Xurrent Platform Support SLA



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1 Summary

This Service Level Agreement (**SLA**) applies to the Support Services and the Managed Services provided by us as defined in the IT Master Services Agreement (**MSA**) (the **Target Services**). In the event of any inconsistency between this SLA and the terms of the MSA, the MSA will take priority. Capitalised terms in this SLA have the same meaning given to them in the MSA.

2 Response and Resolution Targets

Response and Resolution Targets	
Impact	Target – All targets based on support hours
Low Service Degraded for One User	Response Target: within 18 hours Resolution Target within 207 hours Support Hours: Monday to Friday, 08:00 until 17:00 (GMT/BST)
Medium Service Down for One User	Response Target: within 8 hours Resolution Target within 117 hours Support Hours: Monday to Friday, 08:00 until 17:00 (GMT/BST)
High Service Degraded for Several Users	Response Target: within 4 hours Resolution Target within 117 hours Support Hours: Monday to Friday, 08:00 until 17:00 (GMT/BST)
Top Service Down for Several Users	Response Target: within 30 minutes Resolution Target within 3 hours Support hours: 24x7* *Outside of office hours (08:00 – 17:00 GMT) the Xurrent Support number is: +1-650-681-9641 or email support@xurrent.com
RFC Request for Change	Response Target: within 18 hours Support Hours: Monday to Friday, 08:00 until 17:00 (GMT/BST)
RFI Request for Information	Response Target: within 18 hours Support Hours: Monday to Friday, 08:00 until 17:00 (GMT/BST)

Despite anything to the contrary, the Support Hours are on business days only, being a day on which banks are open for general banking business in England, excluding Saturdays, Sundays and bank holidays.

The Response Targets and Resolution Targets are subject to the Support Hours for each impact level.

If an incident is raised outside of the Support Hours window, time measurement will begin from the commencement of the next Support Hours window for the impact level of that incident. For example, if a Medium Impact incident is raised at 17:30 GMT on Friday, then the time measurement will not commence until the commencement of the next Support Hours window, which would be 8:00 GMT the following Monday.

Except in the case of incidents that are classed as 'Top Impact', the Response and Resolution Targets will be paused outside of the Support Hours and we will not continue to work on the incident outside of the Support Hours. We will recommence work on the incident, and the response and resolution times will continue from the commencement of the next Support Hours window for the relevant impact level.

3 Remedy

Measurement and Remedy	
Measurement	A minimum of 5 incidents are required each month to determine if a target has been violated.
Remedy	If the Response Target or the Resolution Target have been violated for 3 consecutive months, then the customer has the right to terminate the MSA.

Despite anything to the contrary, to the maximum extent permitted by law, you are not entitled to the Remedy where:

- the failure to meet the Response Target or Resolution Target was the result of the acts or omissions of any third party, including the supplier of the Software;
- the failure to meet the Response Target or Resolution Target was caused or contributed to by Scheduled or Emergency Maintenance;
- the failure to meet the Response Target or Resolution Target was caused or contributed to by any act or omission by you (or your Personnel);
- you have undisputed overdue invoices; or
- you are otherwise in breach of the MSA.

4 Escalations

Our aim is always to resolve your requests as quickly and as efficiently as possible, however things can occasionally go wrong. In the unlikely event you feel we are not meeting your expectations for any reason whatsoever, please contact the below escalation points and we'll aim to put it right straight away.





Get in touch

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