



Montvieux Managed Attribution Internet Access Service Service Definition Document

Service Definition

The Montvieux Managed Attribution Internet Access Service provides users with the ability to control how they appear online, including the method of access and the footprint they leave on the Internet. The Service is scalable, globally accessible, includes training and can be tailored to meet the specific demands of individual use cases.

Service Level Agreement

1 Service Commitment

Montvieux will use reasonable efforts to make the service available with a Monthly Uptime Percentage of at least 99% during Normal Business Hours (the Service Commitment). In the event that the Service does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

2 Definitions

User - a user of the system includes employees, agents and independent contractors of each customer account.

Normal Business Hours cover Monday to Friday over the hours of 09:00 - 17:00.

Monthly Uptime Percentage (MUP) is calculated by subtracting from 100% the percentage of minutes during the month in which the service was in the state of unavailable during Normal Business Hours.

Service Credit will be offered to a customer when the service they have paid for fails to meet the performance standards outlined in the service description or agreement. The service credit will be calculated as set forth below, that we may credit back to an eligible account.

Response Time is the time taken to respond to an incident.

Resolution Time is the time to resolve an incident.

Service Level 1 is the non-availability of the service for a user community.

Service Level 2 is the non-availability of functionality within the service.

Service Level 3 is the non-critical degradation of functionality within the service.

3 Service Credits

Service Credits are calculated as a percentage of the total charges paid for the Service in the community affected for the monthly billing cycle in which the unavailability occurred in accordance with the schedule.

We will apply any Service Credits against future Service payments otherwise due from you. Service Credits will not entitle you to any refund or other payment from Montvieux. Service Credits may not be transferred

or applied to any HMG delivered service. Unless otherwise provided in the Agreement, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the service is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA as detailed in Section 4.

4 Service Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of performance issues:

(i) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of the Service; (ii) that result from any actions or inactions of you or any third party (iii) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (iv) that result from any maintenance as provided for pursuant to the Service Agreement; or (v) arising from our suspension and termination of your right to use the Service in accordance with the Montvieux Agreement. If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors, at our discretion.

Montvieux reserves the right to change the terms of this SLA.

5 Fault Resolution

The following table describes the fault resolution updates and times:

LVL.	Response Time	Resolution Time	Customer Updates
1	2 Working Hours	24 Hours	Every 4 Hours
2	4 Working Hours	5 Working Days	Daily
3	7 Working Hours	10 Working Days	Weekly

6 Training

This service includes the delivery of an interactive training session, the provision of a video identifying the key features of the service and a training guide. The video and training material will be made available for deployment by the customer to facilitate on-going User familiarisation with the operation of the service. Further training is available upon request.

7 Help Desk

A Helpdesk facility will be provided to support the Customer during this contract. The Helpdesk will operate during Normal Business Hours and will be available for the duration of the contract. The Helpdesk will allow the Customer to access platform support and application support.

8 Maintenance

This service offering includes the provision of service refinement, reference infrastructure, updates/upgrade to maintain the core service, Help Desk, Fault Resolution, monitoring of services, usage statistics and service review meetings.