



GreenOrbit Support

SERVICE LEVEL AGREEMENT

CONTENTS

- 1. Agreement Overview 3
- 2. Goals & Objectives 3
- 3. Stakeholders 3
- 4. Service Agreement 4
- 5. Service Management 5

1. AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *Effective Digital Solutions Pty Ltd.* and the customer for the provisioning of IT services required to support and sustain GreenOrbit.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered, as the primary stakeholders mutually understand them. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

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 obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service time frames.
- 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. STAKEHOLDERS

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

The Service Provider: *Effective Digital Solutions Pty Ltd.* (“Service Provider”)

The Customer: The customer requesting IT support

4. SERVICE AGREEMENT

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

4.1 Service Scope

The following Services are covered by this Agreement;

- Telephone support.
- Email support.
- Remote assistance using GoToAssist or Teamviewer.
- Support within 24 hours of the day 5 days a week (timezones covered include AEST, IST, GMT and EST). Any calls on weekends will be attended to on a "next business day" basis unless deemed critical (Priority 1).

4.2 Customer Requirements

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

- Payment for all software subscription and hosting costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

4.3 Service Provider Requirements

Service Provider 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 where an outage of the Customer's service will occur.

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. Support Ticketing

Support requests are logged by support tickets within the GreenOrbit Client Portal (accessed from website <https://client.greenorbit.com>). The Customer can monitor and review all submitted tickets via this Client Portal.

Customers can create support tickets by:

- i. Emailing the request to: support@intranetdashboard.com
- ii. Logging in through the Client Portal and submitting a ticket.
- iii. If email or internet is unavailable, call +61 3 9819 6333 option 3.

5.2. Service Availability

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

5.2.1 Email Support

Email is monitored within the **Service Scope** where the Customer can expect a response within three (3) hours whilst emailing support@intranetdashboard.com to generate a support ticket. Priority will be placed on support requests that are ranked as urgent. The level of urgency is at the discretion of the Analyst assigned to the support request based on the impact that the issue or outage has on the Customer.

Emails received outside of the **Service Scope** (i.e. weekends) will be collected, however no action can be guaranteed until the next business day. If the Customer stipulates urgent attention to the support request, it is at the assigned Analyst's discretion whether immediate support is required. For urgent matters, the Customer should be calling +61 3 9819 6333 option 3 to submit a "high priority" ticket.

5.2.2 Telephone Support

Support calls received within the **Service Scope** will be attended to as soon as an allocated Support Analyst becomes available. Support waiting time will be prioritized based on the level of urgency of the support call. The urgency of the call is at the Analyst's discretion, but will be limited to a maximum response time of up to three (3) hours.

If the call is an urgent matter, the Customer can expect technical assistance within two (2) hours of contact with our support team.

Calls that are unable to be attended to or that are received outside of the **Service Scope** will be forwarded to a voice-mail service where the Customer can record a message detailing their name, company, details of the issue, best contact number and the level of urgency. Recorded messages will create a support ticket and assigned to the next available Analyst. The Customer should then expect a response time based on the urgency of the issue.

5.2.3 Remote Support

Within the **Service Scope**, remote jobs are prioritized based on urgency of support. For standard remote support requests, the Customer can either schedule a time or wait for the Analyst to become available and the support request will be attended to as soon as possible within three (3) business hours.

As the support team work on a rotating roster, every effort will be made to ensure scheduled remote jobs are at suitable time-frames for the Customer.

5.2.4 Onsite Support

Onsite Support may be necessary for certain installations, upgrades or migrations but will incur additional support fees.

5.3. 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 one (1) hour (during Service Scope hours) for issues classified as **Priority 1**.
- Within two (2) hours for issues classified as **Priority 2 or 3**.
- Within three (3) hours for issues classified as **Priority 4**.

P1 = Total disruption of service for majority of staff. Staff are unable to access the software or are unable to perform significant business operations.

P2 = Partial system outage effecting portion of the application and significant staff group. Significantly affecting functionality in critical areas such that no viable workaround is available.

P3 = Unable to perform common business operation. Standard usage issue such that user functionality is disrupted, but a workaround is present.

P4 = System advise or enquiry. Low level issue or question related to issue or functionality not causing operational issue.

All support tickets come into the support queue with status **New** and **Priority 4**. They are then to be triaged within the first hour during the **Service Scope** hours at the discretion of the next available Analyst.

P1 = Resolution time within 4 hours

P2 = Resolution time within 1-2 days

P3 = Resolution time within 3 days

P4 = Resolution time within 5 days