



# GreenOrbit Support

## SERVICE LEVEL AGREEMENT

### 1. AGREEMENT OVERVIEW

This document is a Service Level Agreement (SLA) between Effective Digital Solutions Pty Ltd (EDS) and the customer (Customer) for the provisioning of IT services required to support and sustain GreenOrbit.

This SLA remains valid until superseded or replaced by new agreement mutually agreed by the parties.

This SLA outlines the parameters of all IT services covered, as the parties mutually understand them. This SLA does not supersede current processes and procedures unless expressly stated herein.

This agreement is not a legally binding contract and legal action may not be taken against EDS if the below times are not met. These are support performance measures that EDS uses to form the basis of everyday operations for customers using GreenOrbit.

### 2. PURPOSE, GOALS & OBJECTIVES

The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer by EDS.

The goal of this SLA is to obtain mutual agreement for IT service provision between EDS and the Customer.

The objectives of this SLA 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. SERVICE AGREEMENT

The following detailed service parameters are the responsibility of EDS in the ongoing support of this SLA.

#### 3.1 Service Scope

The following services are covered by this SLA:

- Telephone support;
- Email support;
- Remote assistance using GoToAssist or Skype for Business; and
- Support within 24 hours of the day 5 days a week (time zones 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) which will then be actioned by a Support Analyst on call.

#### 3.2 Customer Requirements

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

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

### 3.3 EDS Requirements

EDS responsibilities and/or requirements in support of this SLA include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to the Customer for all scheduled maintenance where an outage of the Customer's service will occur.

### 3.4 Service Assumptions

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

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

## 4. 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.

### 4.1 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:

- Emailing the request to: [support@greenorbit.com](mailto:support@greenorbit.com);
- Logging in through the Client Portal and submitting a ticket; or
- If email or internet is unavailable, call +61 3 9819 6333 option 3.

### 4.2 Service Availability

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

#### Email Support

Email is monitored **within the Service Scope** where the Customer can expect a response within three hours whilst emailing [support@greenorbit.com](mailto:support@greenorbit.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 call +61 3 9819 6333 Option 3 to submit a 'high priority' ticket.

#### 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 Support Analyst's discretion but will be limited to a maximum response time of 3 hours.

If the call is urgent, the Customer can expect technical assistance within 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.

### 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 business hours.

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

### Onsite Support

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

## 4.3 Service Requests

All support tickets arrive 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 Support Analyst. \*

### Ticket Priority Levels

Priority levels are defined as:

**Priority 1 (P1)** = Total disruption of service for majority of staff. Staff are unable to access the software or are unable to perform significant business operations.

**Priority 2 (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.

**Priority 3 (P3)** = Unable to perform common business operation. Standard usage issue such that user functionality is disrupted, but a workaround is present.

**Priority 4 (P4)** = System advise or enquiry. Low level issue or question related to issue or functionality not causing operational issue.

### Expected Response Times

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

- Within 1 hour (during Service Scope hours) for issues classified as P1.
- Within 2 hours for issues classified as P2 or P3.
- Within 3 hours for issues classified as P4.

### Expected Resolution Times

In support of services outlined in this SLA, EDS will **resolve** service-related incidents and/or requests submitted by the Customer within the following time frames:

- Within 4 hours (during Service Scope hours) for issues classified as P1.
- Within 1-2 days for issues classified as P2.
- Within 3 days for issues classified as P3.
- Within 5-10 days for issues classified as P4.

*\* Expected response and resolutions times may differ for upgrades, migrations and installations depending on the nature of these. Scheduling for this work will need to be agreed upon and quoted for as appropriate by your Account Manager.*