

# GreenOrbit Premium On-Premise Support

## 1. AGREEMENT OVERVIEW

This document is a Premium Service Level Agreement (SLA) between GreenOrbit (GO) and the customer (Customer) for the provisioning of IT services required to support and sustain the Licensed Software. This SLA remains valid until superseded or replaced by a new agreement as published on the GO website under its Terms and Conditions, at GO's sole discretion..

This SLA outlines the parameters of all IT services covered, as the parties mutually understand them. These are support services that GreenOrbit uses to form the basis of everyday operations for customers using Licensed Software.

## 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 GreenOrbit.

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

The objectives of this SLA are to:

- a) Provide clear reference to service time frames.
- b) Present a clear, concise and measurable description of service provision to the Customer.
- c) Provide a clear and concise description of Customer obligations.
- d) 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:

- a) Service scope hours defined as 9-5 local time
- b) Access the GreenOrbit's Client Portal 24x7 and submit electronic requests; and
- c) Email GreenOrbit support

### 3.2 Customer Requirements

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

- a) Payment for all software subscription and hosting costs at the agreed interval.
- b) Provide Level 1 and Level 2 support services
- c) Reasonable availability of the Customer representative(s) when resolving a service-related incident or request.
- d) To replace the current version of the Licenced Software with updated versions forthwith upon receipt from the supplier

- e) Prior to seeking assistance by provision of Services from the Supplier the Customer must first:
- (i) Research the On Line documentation (including the Knowledge Base on the client services portal) to ensure that correct procedures are being followed and must ascertain what the fault is and how and when it occurs and provide the GreenOrbit with screen dumps, input and output data, test results and any kind of material leading to the occurrence of the alleged fault;
  - (ii) Provide notification of any faults to the GreenOrbit via services outlined in Clause 3.1;
  - (iii) Allow the GreenOrbits support personnel access to the computers where the Licensed Software Product is located.
  - (iv) The customer shall arrange to keep the product knowledge level current for all nominated internal representatives tasked with answering the “How to questions” by users

### 3.3 GreenOrbit Requirements

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

- a) Meeting response and investigation times associated with service-related incidents.
- b) Appropriate notification to the Customer for all scheduled software updates and/or releases.
- c) Provision of 10 hours of a consultant or analysts to be used during the 12 month service period

## 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:

#### a) 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.

#### a) 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, however only P1 and P2 issues will be addressed in this manner

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.

#### 4.3 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 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.

#### 4.4 Service Requests

All support tickets arrive into the support queue with status New. They are then to be triaged during the Service Scope hours at the discretion of the next available Support Analyst.

#### 4.5 Ticket Priority Levels

Priority levels are defined as:

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

- d) **Priority 4 (P4)** = System advise or enquiry. Low level issue not causing operational problem.

#### 4.6 Expected Response Times

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

- Within 2 hour (during Service Scope hours) for issues classified as P1.
- Within 4 hours for issues classified as P2.
- Within 48 hours for issues classified as P3 or P4.

#### 4.7 Expected Investigation Times

There are specific target service levels which GreenOrbit will use best endeavours to meet:

- Within 4 hours for P1
- Within 24 hours for P2
- Within 48 hours for P3
- Future Release

Expected response times may differ for upgrades, migrations and installations depending on the nature of these.

#### 4.8 Support Exclusions

Support service does not include service to the Software resulting from, or associated with:

- a) Customer's improper use, management or supervision of the Software or other failure to use the Software in accordance with GreenOrbits specifications; or
- b) Customer's repair, attempted repair or modification of the Software without prior authorization from GreenOrbit; or
- c) Customer's use of the Software for purposes other than those for which they are designed or the use of accessories or supplies not approved by GreenOrbit; or
- d) Customer's end user computer or operating system malfunctions; or
- e) Services required for application programs and/or conversions from products or software not supplied by GreenOrbit; or
- f) Reprogramming, including reconfiguration of the Software or the rebuilding of Customer's database.
- g) Any cause external to the Software including, but not limited to, electrical work, fire, flood, water, wind, lightning and transportation, or any act of God; or
- h) Customer's failure to continually provide a suitable installation environment as specified in GreenOrbit specifications.
- i) Support for License software that is not the most recent version

#### 4.9 Additional On Premise deployment exclusions:

In addition to the Support exclusions above the following Services are NOT covered by your GreenOrbit Support Service Agreement and are subject to the applicable GreenOrbit Service rates.

- a) Configuration Changes, Reprogramming, New Programming such as, but not limited to, User Profiles, Dashboards and Fields

- b) Creating New Forms
- c) Programming, modifying, implementing, training or troubleshooting the following:
  - a. Data interfaces
  - b. Custom Reports
  - c. Custom Application extensions
- d) Editing templates and creating new templates
- e) Custom Reports or Custom Application Extensions
- f) Implementation or configuration services related to upgrading product such as, but not limited to,
  - a. Software Installation
  - b. Change management
  - c. Training
  - d. New functionality deployment
- g) Importing new data
- h) Installing or reinstalling Applications such as, but not limited to,
  - a. Reinstalling following a data storage failure or corruption
  - b. Software Update or new Release
- i) Database Administration Maintenance or Services such as, but not limited to,
  - a. Database scripts
  - b. Writing or customizing database scripts for data reporting and/or retrieval
  - c. Performance Tuning
  - d. Sizing
  - e. Disaster Recovery
  - f. Database backup strategy and/or setup
- j) Establishing a Non-Production Environment
- k) Troubleshooting Environmental Issues such as, but not limited to,
  - a. Operating System
  - b. Network Issues
  - c. Firewalls
  - d. Servers
  - e. Workstations
  - f. Single Sign On
- l) Load balancing configuration
- m) Virtual server configuration

#### **4.10 Out of Scope Charging**

GO reserves the right to charge the Customer additional fees for investigations and/or work related to the above exclusions in CI 4.9 and CL 4.8. GO will firstly deduct hours from the included 10 hour block of professional services pack included until exhausted.

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