



# GreenOrbit Standard On Premise Support

## 1. AGREEMENT OVERVIEW

This document is a 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 (GreenOrbit) in an On Premise deployment. This SLA remains valid until superseded or replaced by a new agreement as published on the GO website under its Terms and Conditions (<https://greenorbit.com/terms>), 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 the 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 LEVELS

The purpose of this SLA, GreenOrbit will provide only Service Level 3 as defined below:

Help Desk (Level 1)	Included
Usage Information	N
Basic Trouble Shooting	N
Functional Assistance	N
Technical Support (Level 2)	
Installation and Configuration	N
Technical Administration Assistance	N
Advanced Trouble Shooting	N
Issues Diagnostic and Reproduction	N
Workaround and procedures	N
Software Maintenance (Level 3)	
Investigation of Software Issues referred from Level 2 Support	Y
Cumulative patches, version and/or Update Releases	Y
One-off patches for P1 issues if required	Y



## 4. SERVICE AGREEMENT

The following detailed service parameters are the responsibility of GreenOrbit and the Customer in the ongoing support of this SLA.

### 4.1 Service Scope

The following services are covered by this SLA:

- a) Service scope hours are defined as 9am-5pm local time
- b) Access to GreenOrbit's Self Service Portal 24x7 to submit electronic requests; and
- c) Email GreenOrbit Support [support@greenorbit.com](mailto:support@greenorbit.com)

### 4.2 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 Licensed Software with updated versions forthwith upon receipt from GreenOrbit; this includes a commitment to ensure the Customer's software is not running a version that is more than 2 versions behind the latest-released GO version.
- e) Prior to seeking assistance by provision of Services from the Supplier, the Customer must first:
  - i. Research the online documentation (including the Self 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 GreenOrbit with screenshots, 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 GreenOrbit via services outlined in 4.1;
  - iii. Allow GreenOrbit's Support personnel access to the computers where the Licensed Software Product is located, if required;
  - 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.

### 4.3 GreenOrbit Requirements

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

- a) Use reasonable endeavours to respond to service-related incidents.
- b) Appropriate notification to the Customer for all scheduled software updates and/or releases which may or may not incorporate fixes for issues raised by the Customer.

## 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 Self Service Portal (<https://help.greenorbit.com>). The Customer can monitor and review all submitted tickets via the Self Service Portal.

Customers can create Support Tickets by:

- a) Emailing the requests to [support@greenorbit.com](mailto:support@greenorbit.com)
- b) Logging into the GreenOrbit Self Service Portal and submitting a ticket.
- c) If email or internet is unavailable, call +613 9046 9700



## 5.2 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 Support Consultant 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.

## 5.3 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 Support Consultant to become available the support request will be attended to as soon as possible.

## 5.4 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 Consultant.

## 5.5 Ticket Priority Levels

Priority levels are defined as:

- a) **Priority 1 – P1 [Blocker]** = Total disruption of service for majority of staff. Staff are unable to access the software or unable to perform significant business operations.
- b) **Priority 2 – P2 [Critical]** = Partial system outage affecting a portion of the application and staff group. Moderately affecting functionality.
- c) **Priority 3 – P3 [Low]** = Unable to perform some common business operation. Standard usage issue such that user functionality is somewhat disrupted, but a workaround is present.
- d) **Priority 4 – P4** = System advice or enquiry. Low level issue or question related to issue or functionality, not causing operational issue. \

## 5.6 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 Service Scope** as soon as practical using best endeavours. There are no specific target service levels.

## 5.7 Expected Investigation Times

There are no specific target service levels.



**5.8 Support Exclusions**

Support service does not include service to the Customer 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 GreenOrbit's 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 were 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; or
- 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.

**5.9 Additional 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. Please contact your Account Manager for more information or to arrange for a quote.

- 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:
  - i. Data Interfaces
  - ii. Custom Reports
  - iii. Custom Application extensions
- d) Editing template and creating new templates
- e) Custom Reports or Custom Application Extensions
- f) Implementation of configuration services related to upgrading product such as, but not limited to:
  - i. Change management
  - ii. Training
- g) Importing new data
- h) Establishing a Non-Productive Environment
- i) Troubleshooting Customer Environmental Issues such as, but not limited to:
  - i. Operating System
  - ii. Network Issues
  - iii. Firewalls
  - iv. Servers
  - v. Workstations
  - vi. Single Sign On

**5.10 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 5.8 and CI 5.9, or any work considered out of scope.

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