

BACKBOX

Service Level Agreement (SLA)



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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Safeway Solutions LTD. And the Customer for providing support services on a Software solution BackBox.

This Agreement remains valid between the start of the maintenance term and the end of it at will be noted in the license certificate.

This Agreement outlines the parameters of all support services covered as they are mutually understood by the primary stakeholders. 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 support services and delivery to the Customer(s) by the Service Provider(s).

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

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & 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:

Support Service Provider(s): BackBox Software, LTD. (“Provider”)

Customer(s): Customer (“Customer”)

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;

- Manned telephone support
- Monitored email support
- Remote assistance using remote desktop and a virtual private network where available

4.2. Customer Requirements

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

- Payment for all support 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.

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, priority, monitoring of in-scope service requests and related components.

5.1. Service Availability

Remote assistance will be provided in-line with the below timescales dependent on the priority of the support request. Listed below are the methods for which support service requests can be collected, and the times for which each method is manned by a certified BackBox engineer.

- **Telephone support:** Monday-Friday, 1:00 A.M. to 6:00 P.M. GMT-6 (CST)
 - Calls received out of office hours will be answered on the next business day.
- **Email & Web support:** Monitored Monday-Friday, 1:00 A.M. to 6:00 P.M. GMT-6 (CST)
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

5.2. Service Priority

BackBox offers a wide variety of support plans and prioritizes all requests into one of the following categories.

- **Priority 1** - BackBox is down. No backups performed, Files cannot be retrieved (*High*)
- **Priority 2** - BackBox is operational, some backups failing (*Medium*)
- **Priority 3** - BackBox is operational, backups working, configuration problem (*Medium*)
- **Priority 4** - BackBox is operational, backups and configurations working. Addition of new device type or updating existing backup types (*Low*)

5.3. Service Request Response Parameters

BackBox support is available for requests 24 hours a day, 7 days a week. Coverage and response parameters specific to the service(s) covered in this Agreement are as follows:

Bronze Support (Standard)

- **Priority 1:** Next Business Day
- **Priority 2:** Next Business Day
- **Priority 3:** Next Business Day
- **Priority 4:** Next Business Day

Silver Support

- **Priority 1:** 4-hour response rate
- **Priority 2:** Next Business Day
- **Priority 3:** Next Business Day
- **Priority 4:** Next Business Day

Gold Support

- **Priority 1:** 1-hour response rate
- **Priority 2:** 4-hour response rate
- **Priority 3:** Next Business Day
- **Priority 4:** Next Business Day

Platinum Support

- **Priority 1:** 1-hour response rate
- **Priority 2:** 1-hour response rate
- **Priority 3:** 4-hour response rate
- **Priority 4:** Next Business Day