

ConnectIT Cloud Service Level Arrangements

1. Service availability

ConnectIT shall provide an uptime Service availability of at least 99.5% (**Uptime Service Level**):

This availability refers to an access point on the AWS backbone network. It does not apply to the portion of the circuit that does not transit the AWS backbone network, as the Customer is responsible for its own internet access.

Availability does not include Maintenance Events as described in paragraph 3 below, Customer-caused or third party-caused outages or disruptions (except to the extent that such outages or disruptions are caused by those duly authorised third parties sub-contracted by ConnectIT to perform the Services), or outages or disruptions attributable in whole or in part to force majeure events.

2. Availability measurement

We currently do not measure availability as we use an accredited Service ie., Amazon's AWS. This is a self measuring service and if there is an issue with availability we must report ;

- Dates & Times Of Unavailability
- The affected instance
- Our Request Log

Amazon will then check their service availability and ;

- if less than 99.99% Provide a 10% service credit
- if less than 99.0 % Provide a 30% service credit.

3. Maintenance Events

- 3.1 Routine, planned maintenance of the hosting equipment, facility, Software or other aspects of the Cloud Services that may require interruption of the Cloud Services (**Maintenance Events**) shall, except for any emergency maintenance, not be performed during Peak Time. ConnectIT may use up to 5 hours in any week outside Peak Time for Maintenance Events.
- 3.2 Any Maintenance Events which occur during Peak Time, and which were not requested or caused by the Customer, shall be considered downtime for the purpose of service availability measurement. ConnectIT shall at all times use reasonable endeavours to keep any service interruptions to a minimum.
- 3.3 Notification of Maintenance Events will be sent via email to affected users at least 48 hours prior to the scheduled work via email and a reminder will be sent up to 4 hours before it commences. A final update will be sent when Services are resumed.
- 3.4 Notification of emergency maintenance may not always be possible but where reasonably practicable ConnectIT will notify affected users via email. A final update will be sent when Services are resumed.

4. Backups and Disaster Recovery

4.1 ConnectIT maintains a backup policy, process and audit schedule for Customer data and critical infrastructure. Backups are taken to disk daily and stored both locally and offsite. The target Recovery Point Objective (RPO) is 24 hours without invoking disaster recovery services.

5. Technical Support Services

5.1 The ConnectIT Support helpdesk operates between 08.30 and 17.30 in the UK, Monday to Friday.

5.2 ConnectIT shall provide the Customer with technical Support Services to all authorised support contacts who have attended appropriate ConnectIT training courses and are fully trained in the use of the ConnectIT Service for which support is being provided.

5.3 Technical Support Services will be provided to the Customer via either the ConnectIT Support Portal, email or telephone. ConnectIT shall issue Customer support contacts with login details to access the ConnectIT Support Portal, available seven days a week, which provides end-user self-help and the ability to log, update and maintain support requests in an interactive environment. ConnectIT will process support requests, issue support request numbers, and aim to respond to the Customer within the time periods specified below, according to priority.

5.4 The Customer and ConnectIT shall jointly determine the priority of any incident, using the combination of impact and urgency. The priority may be re-classified at any time during its lifecycle, with agreement from the Customer:

- Impact - The impact level is determined depending on the number of customers affected:

Impact	Definition
High	Whole organisation, site or multiple sites, single / large / multiple business units affected
Medium	Group of users or one site affected
Low	One user affected

- Urgency – The urgency level is determined depending on how much functionality is lost:

Urgency	Definition
High	Total / severe loss of business functionality, complete section / department affected
Medium	Partial loss of business functionality
Low	Minor issue that does not impact business functionality

Based on the above, the following matrix can be used to determine the priority of an incident:

	Impact	Low (One User)	Medium (Some Users)	High (Most Users)
Urgency				
Low (No loss of functionality)		5	4	3
Medium (Partial loss of functionality)		4	3	2
High (Severe loss of functionality)		3	2	1

ConnectIT's Technical Support will log and process support cases and aim to respond to the Customer within the time periods specified below, according to priority*:

Target Response Time	P1	P2	P3	P4	P5
First Response	Up to 1 Business Day hour	Up to 2 Business Day hours	Up to 4 Business Day hours	Up to 9 Business Day hours	Up to 9 Business Day hours
Best Practice Update Frequency	Up to 1 Business Day hours	Up to 1 Business Day hours	Up to 9 Business Day hours	Up to 2 Business Days	Up to 5 Business Days
Target Resolution Time (includes workarounds)	Up to 4 Business Day hours	Up to 9 Business Day hours	Up to 3 Business Days	Up to 5 Business Days	Up to 10 Business Days

**These are for issues that do not require Development, Problem Management or escalation to third party providers.*

If the incident is not resolved within the specified Target Resolution Time then after each successive increment of the Target Resolution Time, the Customer may escalate the incident to the next Escalation Level as set out in the table below.

Escalation Level	P1	P2	P3	P4	P5
Customer Service Consultant	1 Business Day hour	2 Business Day hours	4 Business Day hours	9 Business Day hours	N/A
Technical Services Director	2 Business Day hours	4 Business Day hours	9 Business Day hours	2 Business Days	N/A
Managing Director	9 Business Day hours	2 Business Days	5 Business Days	10 Business Days	N/A

- 5.5 The periodic updates provided under the technical Support Services may include legislative updates. Where major legislative changes take place, ConnectIT reserves the right to make an additional charge which shall be spread evenly over all its customers for the relevant Cloud Service/Software to cover the supply of updates dealing with such legislative changes.
- 5.6 The following are Customer responsibilities and outside the scope of the technical support services:
- (a) Any interfaces which were not written by ConnectIT and requests will be referred to the ConnectIT Professional Services team;
 - (b) Customer queries on system configuration or that relate to a new professional services implementation and these will be collated by the technical support team and referred to the ConnectIT Professional Services team;
 - (c) Report writing/creation and any specific reporting requirements will be referred to the ConnectIT Professional Services team;
 - (d) Training requests will be referred to the ConnectIT Professional Services team;
 - (e) Any request relating to Customer's network, hardware configurations, including the set-up of printers, updating and patching operating systems, tuning or health checks, or database administration tasks including the failure of Customer equipment, storage media or other software not licensed by ConnectIT, faults in Customer mains electrical supplies or operator error.
- 5.7 Service Provider reserves the right to make additional charges for technical support services it carries out resulting from the following:
- (a) ConnectIT having to carry out visits to Customer premises;
 - (b) failure of Customer equipment, storage media or other software which are not covered by the technical support services, faults in Customer mains electrical supplies or operator error;
 - (c) insufficient training of Customer personnel;
 - (d) problems reported as errors with the Software which prove not to be errors with the Software;
 - (e) errors with the Software caused by Customer accidents, neglect, misuse or default;
 - (f) any attempt by any person, other than ConnectIT, to modify or maintain the Software other than Customer trained employees carrying out normal system functions;
 - (g) Customer attempting to run the System on an operating system or version of an operating system not supported by ConnectIT.