

## Background

This Service Level Agreement is issued under and subject to the terms and conditions of the Otto IT Master Services Agreement (the 'MSA') which together, with any current or future Statements of Work issued under the MSA are to be referred to collectively as the Agreement (the 'Agreement') by and between Otto IT and the Customer.

## Support SLA

This Support SLA applies to any Support Services Item, as defined in Section 1 of the Service Catalogue.

## Definitions

Response and Resolution Service Levels are based on the Priority assigned to a Ticket. The Priority is determined by a combination of Severity and Impact, or a ticket may be escalated to a higher or lower priority at the request of an authorised user

	High	Medium	Low
<b>Severity</b> Severity is measured by how many end users are affected by an issue.	Whole business or customer base, or > 25 end users.	Whole branch, department or 5-25 end users.	Single customer/supplier, or < 5 end users.
<b>Impact</b> Impact is measured by the degree to which users are affected.	An incident causing affected user(s) to be unable to perform their normal job.	An incident causing a significant reduction in the affected user(s) ability to perform their normal job.	All service requests, an incident causing a minor annoyance, and/or a workaround exists for affected user(s).

## Priority:

The priority determines the urgency with which the ticket is handled. Tickets are logged as either Urgent (Priority 1 and 2) or Standard (Priority 3 and 4), normally based on the severity and impact as defined in the table below:

	High Severity	Medium Severity	Low Severity
High Impact	1	2	3
Medium Impact	2	3	3
Low Impact	3	3	4

## Resolution:

For the purposes of SLA **resolution determination**, resolution is defined as the sooner of either:

- The problem is fixed, or
- A workaround is provided that enables the affected user(s) to substantially perform their normal job.

## Support SLA Action Time Guarantees

The following tables set out the committed time frames and targets (the Support SLA Action Time Guarantees)

	Standard Hours Action Time	After Hours Action Time
<b>Critical P1</b>		
Response	15 minutes	1 hour
Resolution	2 hours	4 hours
<b>Urgent P2</b>		
Response	60 minutes	2 hours
Resolution	4 hours	8 hours
<b>Major P3</b>		
Response	4 hours	
Resolution	3 Business Days	
<b>Ordinary P4</b>		
Response	4 hours	
Resolution	5 Business Days	

### Standard Hours of Operation

The standard hours of operation for each Otto IT Service Desk Pod is 7:00am to 7:00pm AEST (or AEDT when applicable), Monday to Friday (excluding national public holidays). Outside these hours all services are handled by the After Hours team.

### Urgent Tickets (Priority 1 and 2): 24 x 7

Technical Support for Urgent Tickets is available at all times by phoning the Service Desk.

### Remote Support for Standard Tickets (Priority 3 and 4):

Remote Technical Support for Standard Tickets is also available to be always submitted, however the SLA Action Time Guarantee only applies during our Standard Hours of Operation.

### Onsite Support for Standard Tickets (Priority 3 and 4):

Onsite Technical Support for Standard Tickets is available during local Business Hours (8:30am to 5:00pm) where the user or site is located. Onsite SLA's will apply only to sites covered by a relevant Service Item, otherwise onsite support responses will be best effort. If a non-SLA site requires an onsite presence to resolve an issue, resolution SLAs may not apply. Onsite work for regional sites without local Otto IT staff have an Action Time target of an additional 2 Business Days.

## Logging Tickets

In order for an SLA to apply, Tickets must be logged in accordance with the procedure outlined herein. There are several ways Customers can log, update, or request information about a ticket with Otto IT, these include:

- By phone to Otto IT Service Desk
- By using the OttoHub desktop agent or web portal <https://ottohub.au>
- By email to [support@ottoit.com.au](mailto:support@ottoit.com.au) (these emails go to all staff on the help desk and are answered by the first available engineer). Any technical correspondence with Otto IT should be sent to, or copied to, this address

## Urgent Escalations

Customers may request any standard ticket to be escalated to an Urgent Priority. These escalations are generally used for special circumstances or VIP end users, where a higher level of support is required. Charges may be applicable depending on the level of inclusions in the support plan.

## Service Level Breaches

### Service Level Credits

To claim Service Credits, the Customer must submit a written request to their *Otto IT* Account Manager within 14 days of the end of the Month in which the Customer believes a Service Credit is payable. The request must include the Support Request ticket numbers and any relevant supporting documentation.

### Support SLA Breach Penalties

Service Credits may be provided to the Customer if *Otto IT* fails to achieve the Service objectives detailed in the above section under the Target Response Time.

Compliance will be measured in terms of the total percentage of the number of P1 and P2 Incidents logged for the Month, which met the Target Response Time.

Service Credits will be calculated on a per site and per Service type basis (for the affected sites) and are payable in line with the table below as a percentage of the Fees invoiced for each site.

Service level compliance will be calculated by *Otto IT* by measuring the total number of P1 and P2 incidents in its Service Management Tool and determining whether 90% or greater of these Support Requests were responded to within the Target Response Time.

The measurement will be conducted on a quarterly basis for the previous quarter. The relevant quarterly periods are dependent on the Service Start Date, and the *Otto IT* billing cycle. *Otto IT* will determine the appropriate quarterly period acting reasonably.

Service Credits are capped at 15% of the Monthly Fees, for a relevant site.

Service Credits are not payable in cash but as an offset to Fees payable. Unused Service Credits may not be redeemed and expire after 12 months of the end of the Month of issue.

The SLA Guarantees are subject to the Service exceptions and system access conditions described in the Agreement.

Incident Response SLA% Compliance For the Month	Response Action
95.00% to 100.00% achievement	No Service Credit
90.00% to 94.99% achievement	7% Service Credit
80.00% to 89.99% achievement	10% Service Credit
0.00% to 79.99% achievement	15% Service Credit

If *Otto IT* fails to meet the relevant incident response compliance metric as outlined in the table above, a Service Credit may be applied against the next Monthly invoice.

### Service Level Exceptions

Unless otherwise set out in this Agreement, the Customer shall not receive Service Level Credits under this Agreement in connection with any failure or deficiency of Availability caused by or associated with;

- Access to the Service being suspended due to actual or supposed violation of Otto IT's Acceptable Use Policy and/or Otto IT's Master Service Agreement
- Access to a Service or any related service being suspended due to late payments for any of the Service Items
- Reasonable after-hours scheduled maintenance windows, where the customer has been informed with reasonable notice
- Any failure or malfunction of Customer Equipment, or any computer software or power supply managed by the Customer or at the Customer's premises
- An act or an omission by the customer or a person under the Customer's direction or control (other than if the act or omission is at the direction of Otto IT);
- The occurrence of a Force Majeure Event.

