

PowerHouse Hub

Support Service Level Agreement (SLA)



PowerHouse Hub Support Service (SLA) Agreement

1. Support

- i. **Application:** The service levels are provided in respect of the server used in the provision of the Services.
- ii. **Email Support:** Support consists of responding to queries logged by the Customer's administration users via an email submission, Monday to Friday, 9:00am to 5:00pm locally, excluding public holidays.
- iii. **Extended Support:** The Customer may wish to license an extended support contract which provides access to phone support. This extended support will be included on the Order Specification.
- iv. **Contact Details:** Email: support@mediasphere.com.au
- v. **Telephone and Support Requests:** The Customer may contact the Developer on a range of issues including:
 - a. Reboot request
 - b. Backup management and restore
 - c. Operating system re-Installation
 - d. Operating system updates
 - e. Operating system troubleshooting
- vi. **Logging Support Call:** The customer will log all internet support issues to: support@powerhousehub.com. After logging a support issue, the Customer will receive a support ticket number that will be used as a reference for the job.
- vii. **Uptime SLA.** The Developer shall use all reasonable commercial efforts, being no less than accepted industrial standards in this regard, to ensure that the PowerHouse Portal Service is available to you 99.9% of the time in any calendar month. If it is not, you may be eligible to receive the Service Credits described below:
 - a. **"Service Credit"** may be provided according to the following schedule:
 - i. **One-week Credit:** Includes **Seven (7)** days of Services added to the end of your billing cycle, at no charge to you, if the Monthly Uptime Percentage for any calendar month is between 99.9% and 97.0%;
 - ii. **Two-week Credit:** Includes **Fourteen (14)** days of Services added to the end of your billing cycle, at no charge to you, if the Monthly Uptime Percentage for any calendar month is between 97.0% and 95.0%;
 - iii. **One-month Credit:** Includes **Thirty (30)** days of Services added to the end of your billing cycle, at no charge to you, if the Monthly Uptime Percentage for any calendar month is less than 95.0%.
 - iv. **Right to terminate:** In the event the Monthly Uptime Percentage for any calendar month is less than 90.0%, you will have a right to terminate the PowerHouse Hub Service agreement with seven (7) days written notice to Mediasphere, or alternatively you can opt to procure the One month Credit outlined above.
 - b. Scheduled or Planned server upgrades or server maintenance does not include:
 - i. Downtime caused by natural disasters – flood, hurricane, earthquake and so on

- ii. Downtime caused by third-party digital software attacks on server
- iii. Downtime caused by physical attacks a server or data centres
- iv. Direct denial of service (DDoS) attacks, or hacking attempts
- v. Downtime caused during user’s DNS and/or IP address changes
- vi. Downtime during technical support upgrades

viii. **The Developer’s Indicative Response and Resolution Times for Internet Support**

Nature of Defect/Fault	Response Time within Business Hours	Resolution Time within Business Hours
Website Error	2 hours	12-18 hours
Hardware Error	4 hours	12-24 hours
Network Error	4 hours	12-24 hours
Server Software Error	4 hours	24 hours

- ix. Depending on the nature and severity of the error, the majority of response and resolution times are typically managed within 2 hours (if the error occurs during Business Hours). In some cases, however, the response time may reflect the times shown above and in extreme situations exceed these times. Events beyond the Developer’s control or impact such as Acts of God, data centre disasters (fire, flood), power supply issues, replacement hardware etc. may result in protracted response and resolution times. The Developer will keep all relevant stakeholders informed of the status and expected time for resolution. If any such delay continues for a period of more than 30 Business Days, and the issue has been caused by the Developer’s software, the Customer may terminate the Agreement effective immediately.
- x. Response times relate directly to the urgency and impact of the issue. Urgency and impact factors will be used to calculate a priority level for all incidents.

Area	Level	Description
Impact	1	Affects all users/Critical users
	2	Affects large number but not all users, User is important
	3	Affects a number of users
	4	Affects low number or single users

Area	Level	Description
Urgency	1	Must occur now
	2	Must occur ASAP
	3	Must occur in a short period
	4	Must occur when possible

The recorded Urgency and Impact will derive a Priority based on the below table. All Service Requests will use the Priority directly as described above.

Urgency

	1	2	3	4
1	P1	P1	P2	P2
2	P1	P2	P3	P3
3	P2	P3	P3	P3
4	P2	P3	P3	P4

- xii. Hardware and network errors include monitoring, response and resolution 7 days per week, 24 hours per day by the server service provider. Software errors include monitoring, response and resolution Monday to Friday, 9:00am to 5:00pm locally, excluding public holidays.
- xiii. **Server Back-Up:** A server backup means a complete copy of the website files, content and database. The backup data is only to be used as a non-functional copy of the original website in case the original website becomes corrupt or inaccessible.
- xiv. The Server Back-Up Schedule includes the following:
- Day 1 to Day 7: Full back-ups are generated daily and stored on-network
 - Day 8 to Day 30: From the daily backups, the Developer generates a weekly back-up each Sunday.
 - Day 31 to Day 365: At the start of the month a full back-up is generated. The Developer stores a full year of your back-ups. These back-ups are stored off-network
- xv. In the event of data corruption or server fault, the backup will be restored to a functional server which in effect will reinstate the website back to its previous state before the error occurred, minimizing data loss and downtime. The Developer may issue a service fee for the data recovery operation if not the fault of the Developer.
- xvi. **Scheduled Maintenance:** The Developer will provide accurate and timely information in order to notify the Customer of all Scheduled Maintenance. The Developer will work with any third parties to ensure that Scheduled Maintenance is only to occur during Off-peak Times.