

# Inbenta Service Level Agreement (2017/06/07)

## Availability

The measure used for service availability is Up Time. Up Time is the percentage of time where the system is available, excluding scheduled maintenance operations.

The system is to be considered unavailable only if it's completely unreachable or a malfunction completely prevents the use of the software.

| Monthly* | Quarterly** | Yearly*** |
|----------|-------------|-----------|
| 99.00%   | 99.50%      | 99.99%    |

\* Monthly Up Time is calculated over natural months and uses 30\*24\*60 minutes as a base

\*\* Quarterly Up Time is calculated every 3 months using these groups:

- January – March
- April – June
- July – September
- October – December

It uses 3\*30\*24\*60 minutes as a base

\*\*\* Yearly Up Time is calculated over natural years. It uses 365\*24\*60 minutes as a base

## Software Response Time

The software response time, measured as the time that INBENTA software takes to process a user query and determine the appropriate response, should always be less than 1000ms. The response time guarantee is defined under the same rules of Availability.

## Contact Channels

| Contact / Support Channel | Incidents, questions and new feature requests can be submitted through <a href="https://backstage.inbenta.com">https://backstage.inbenta.com</a><br>( <a href="https://backstage.inbenta.com">https://backstage.inbenta.com</a> ) |
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|                      |  |
|----------------------|--|
| <b>Response Time</b> | Standard incident response times during working hours: <ul style="list-style-type: none"> <li>• Critical Error: 2h</li> <li>• Major Error: 6h</li> <li>• Minor Error: 10h</li> </ul> |
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INBENTA has the right to change the support channels at any time for any reason, as long as the changes are communicated to CUSTOMER in advance.

### **Definitions:**

- Critical Error: a malfunction that negatively affects the performance or functionality of INBENTA, completely preventing the use of the software.
- Major Error: a malfunction that negatively affects the performance or functionality of INBENTA, preventing the use of a portion of the software.
- Minor Error: a malfunction that affects the performance or functionality of INBENTA negatively, but does not prevent the use of any of the features.
- Working hours: Monday to Friday 9am – 5pm, in CUSTOMER time zone, excluding major Holidays.
- Response time: Time that INBENTA will take to answer an incoming request from the CUSTOMER through the support channel.

*Last updated: 2017/06/07*