

Buzzeasy Service Level Agreement

As a cloud software provider Buzzeasy platform offers a comprehensive solution for business communications to provide outstanding customer service. In addition to the Service Order agreement, this *Service Level Agreement* provides our commitment to you to ensure our cloud services are available throughout your subscription.

1.1 Introduction

The "*Service Level Agreement*" for Buzzeasy online services is part of our subscription agreement. This SLA applies to the services listed herein, but does not apply to any third party services made available with or connected to the service or to any on-premise connected software that is part of the service.

If the SLA is not achieved as per this agreement, then you may be eligible for credits against your monthly subscription fees, applied as discount to a subsequent month's subscription. The SLA will not normally be modified during the initial term of your subscription, however, if you decide to renew your subscription with us, then the latest version at the time of renewal will be used as the "Agreement".

1.2 General Terms

"Service Level" is the performance metric used within this agreement that Geomant agrees to meet in the operation of the services

"Monthly Subscription Fee" is the fee charged by Geomant per month as part of the initial agreement

"On-Premise" is any software that resides outside of our cloud platform

"Third Party" is any software/hardware provider used as part of the subscription

"Incident" is any event or set of events that result in Downtime

"Uptime" is defined for each service in the SLA details below

"Downtime" is when uptime requirements are not honoured

"Error" is defined as software malfunction causing an incorrect and unexpected result

"Restoration" is the return of the previous platforms state prior to incident

1.3 SLA Details

1.3.1 Voice Channel – Monthly Uptime Calculation and Service Levels

We guarantee at least 99.9% availability for Buzzeasy Contact Centre voice channels. Availability is defined as per the followings:

- Inbound voice call arrives into Buzzeasy Cloud
 - Hybrid connection available
 - Buzzeasy SBC is able to receive calls via the customer SIP trunks
- Buzzeasy SBC is able to hand off outbound voice calls to customer SIP trunks

- In case customer agent voice termination is provided by Buzzeasy, then these agent calls ring at the agent.

Monthly Uptime Percentage	Service Credit
< 99.9%	2.5%
< 99%	5%
< 95%	10%
< 90%	15%

“Monthly Uptime Percentage” for voice channel is calculated by the number of Maximum Available Minutes less Downtime divided by Maximum Available Minutes in a billing month for a given subscription. The following formula is used to represent the Monthly Uptime Percentage:

$$\text{Monthly Uptime \%} = (\text{Maximum Available Minutes} - \text{Downtime}) / \text{Maximum Available Minutes} \times 100$$

“Maximum Available Minutes” is the total number of minutes during a billing month for all active voice channels. Maximum Available minutes are measured from at least two resources from the same cluster or the same dedicated group of hosts. Maintenance windows are excluded from the total number of minutes.

“Service Credit” is the percentage that will be credited to the subsequent month’s subscription. This does not apply to any recharged third party costs such as SIP trunk costs, minutes, SMS segments, WhatsApp Segments, etc.

1.3.2 Digital Channels - Monthly Uptime Calculation and Service Levels

We guarantee at least 99.9% availability for Buzzeasy Contact Centre digital channels. Availability is defined as per the followings:

- Inbound messages can reach the Buzzeasy Cloud
- Outbound messages are sent from Buzzeasy Cloud

Monthly Uptime Percentage	Service Credit
< 99.9%	2.5%
< 99%	5%
< 95%	10%
< 90%	15%

“Monthly Uptime Percentage” for digital channel is calculated by the number of Maximum Available Minutes less Downtime divided by Maximum Available Minutes in a billing month for a given subscription. The following formula is used to represent the Monthly Uptime Percentage:

$$\text{Monthly Uptime \%} = (\text{Maximum Available Minutes} - \text{Downtime}) / \text{Maximum Available Minutes} \times 100$$

“Maximum Available Minutes” is the total number of minutes during a billing month for digital channels. This metric is deemed available when the Buzzeasy Platform is available to receive and send messages from third-party integrations. Maximum Available minutes are measured from at least two resources from the same cluster or the same dedicated group of hosts. Maintenance windows are excluded from the total number of minutes.

“Service Credit” is the percentage that will be credited to the subsequent month’s subscription. This does not apply to any recharged third party costs such as SIP trunk costs, minutes, SMS segments, WhatsApp Segments, etc.

1.4 Planned and Emergency Maintenance

Buzzeasy continuously enhances its services, including infrastructure components. Most of these activities happen without any service effect, however some can disrupt operation. Customers are informed of any such activities at least 48 hours prior. Any emergency maintenance required will be informed to customers at least 3 hours prior. All such activities are planned outside of normal working hours as much as possible.

1.5 Support

1.5.1 Support Definition

Buzzeasy shall:

- Notify customers with any service faults or outages using the provided contacts in the initial agreement.
- Respond to Errors which Buzzeasy determines in its sole discretion to be deemed to be due solely related to the Buzzeasy Service(s).
- Provide advice and guidance regarding service configuration.
- If an Error is due to solely a fault in our services, Buzzeasy shall thereupon use its reasonable efforts to correct the fault.
- Provide status update communication to the partner or customer.
- Provide End of month Service level report on request.

The Customer shall:

- Upon reasonable request, ensure that Buzzeasy's support personnel are provided with the appropriate access to the required information and personnel, for the purpose of investigating and/or rectifying reported Errors.

1.5.2 Support Service Levels

Response Times* (9am – 5pm Monday through Friday GMT excluding public holidays):

- 1 hour from time of call of End Customer reporting a “Category One” fault.
- 2 hours from time of call of End Customer reporting a “Category Two” fault.
- 4 hours from time of call of End Customer reporting a “Category Three” fault
- 8 business hours from time of call of End Customer reporting a “Category Four” fault.

Response Times* (Outside 9am – 5pm Monday through Friday GMT and on public holidays):

- 2 hours from time of call of End Customer reporting a “Category One” fault.
- 4 Hours from time of call of End Customer reporting a “Category Two” fault.

*Response times are measured from the time a call (P1) or email is placed with the Buzzeasy Helpdesk and response is the time taken for an engineer to engage with the customer and start investigation.

1.5.3 Category Definition

Category	Definition
One	Full system failure or partial system failure resulting in major business impact.
Two	System still in operation but functionality or performance is seriously affected resulting in a significant impact on business performance.
Three	System operational but functionality or performance is impaired however business impact is minor.
Four	Request for information or incident of low level with no impact to business.

1.5.4 Notes

We understand that our customers’ main requirement is to resolve service issues. As such our approach is to engage and utilise our incident management processes to ensure that the customer is kept updated on our incidents and have escalation paths in the event that these are needed.

For the highest “Category 1” incidents we endeavour to resolve as soon as possible with a target restoration within four hours of the incident being given to an engineer from the support desk.

Restoration will either be a return to the system’s previous good state or may involve a “workaround”. This “workaround” is a temporary resolution or partial restoration of service, which allows the services to be provided without substantial degradation in performance.

The Service Level provides the standard to which Buzzeasy manages the service, and by which our customers should measure our performance. Non-adherence to SLAs is investigated by Buzzeasy and continued or repeat failures result in a service improvement plan being developed, implemented and monitored. Some Support Agreements include specific notifications and escalations which are invoked based on the SLA. Where regular or one-off Service Reviews are in place, the SLA provides a basis for measurement and discussion of the service.