



GreenOrbit Cloud

SERVICE LEVEL AGREEMENT

Minimum 99.5% Uptime Guarantee

CONTENTS

- 1. Agreement Overview 3
- 2. Goals & Objectives 3
- 3. Stakeholders 3
- 4. Service Agreement 4
- 5. Service Management 5

1. AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *Effective Digital Solutions Pty. Ltd.* and the customer for the provisioning of IT services required to support and sustain **GREENORBIT CLOUD**.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered, as the primary stakeholders mutually understand them. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

The IT services covered in this agreement relate to hosting and infrastructure only and do not relate to the application (defined as *Intranet DASHBOARD*) in any way.

2. GOALS & OBJECTIVES

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. STAKEHOLDERS

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

The Service Provider: *Effective Digital Solutions Pty. Ltd.* (“Provider”)

The Customer: Customer

4. SERVICE AGREEMENT

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

4.1 Service Scope

The following Services are covered by this Agreement;

- Hosting service for GreenOrbit referred to as “GREENORBIT CLOUD”, using Amazon Web Services (AWS).

4.2 Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all software subscription and hosting costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

4.3 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting service up-times associated with GREENORBIT CLOUD.
- Appropriate notification to Customer for all scheduled maintenance where an outage of the Customer’s service will occur.

4.4 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

5. SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Yearly Uptime Percentage for **GREENORBIT CLOUD** of 99.5%

5.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 1 hours (during business hours) for issues classified as **Priority 1**.
- Within 4 hours for issues classified as **Priority 2**.
- Within 8 hours for issues classified as **Priority 3**.

5.3. Credits

If the Yearly Uptime Percentage for a **Customer** drops below 99.5% that Customer may be eligible to receive a Credit up to or equal to 10% of their yearly **GREENORBIT CLOUD** hosting fee. To file a claim the client must have:

- Reported the outage to **Service Provider** at support@intranetdashboard.com providing evidence of the outage occurring and any tests performed to verify the outage
- Filed a claim within 30 days of the outage occurring
- If a claim is successful, Credits awarded will be applied to the next hosting invoice. Credits are not redeemable for cash, refund, support hours or discounts on any other subscriptions with us.

5.4. Exclusions

This SLA is subject to certain exclusions which do not fall under the Yearly Uptime Percentage. If availability is affected by factors other than those listed we may issue a Credit at our sole discretion. The Service Commitment does not cover the following events:

- Factors causing an outage outside of our reasonable control
- Issues within the application
- Unavailability due to non-payment or an overdue account which causes license expiration or suspension of your service
- Customer/Licenser software, equipment, network, internet or third-party issues
- Any action or inaction by you
- Scheduled maintenance or downtime

Note: GREENORBIT CLOUD is a hosting service, using Amazon Web Services (AWS). AWS is regarded as one of the fastest, largest and most stable hosting platforms available globally.