**SERVICE LEVEL AGREEMENTS**

1.3.1 Product Availability

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| **SLA-001** | **On-Line Availability:** |
| ***Service Level***  ***Requirement*** | The Supplier will achieve an on-line availability of 98% for the service |
| ***Minimum***  ***Service Level***  ***Requirement*** | The Supplier agrees to be available from 6:00 am until 12:15 am – Time zone Est  from Monday to Friday and from 7:00 am until 9:15 pm Saturday and Sunday. |
| ***Definition*** | Availability during each month will be calculated using the following formula:  Availability = (Scheduled Minutes - Unscheduled Outage Minutes)/Scheduled Minutes X 100  Unscheduled Outage Minutes means the relevant time period measured in minutes from the time that the Software is unavailable to the Partner on-line until it is available for on-line use by the Partner  “**Scheduled Minutes**” = Measurement Minutes – Scheduled System Downtime |
| ***Measurement Minutes*** | 24 hours a day, 7 days a week |

1.3.2 System Response Time

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| **SLA-002** | **System Response Time:** |
| ***Service Level Requirement*** | The Supplier ensures that system provides online screen response in 1 second and no more than 5 seconds. |
| ***Definition*** | Response times are defined as the time between a transaction requests from a Permitted User hitting the supplier managed firewall at the supplier data Centre and the corresponding response exiting the supplier managed firewall at the Licensor data Centre. |
| ***Measurement Minutes*** | 24 hours a day, 7 days a week |

1.3.3 Maintenance & Problem Resolution

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| **SLA-003** | **Scheduled maintenance** |
| ***Service Level Requirement*** | The Supplier agrees to inform the lender of any scheduled maintenance which will affect access to the product and to communicate it 90 days prior unless it falls between 12:15 AM and 6:00 AM on week days and 9:15 PM and 7:00 AM on weekends. |
| ***Definition*** | Scheduled maintenance is defined as a time slot during which access to the product is unavailable because of the deployment of new features or a more recent version of the product. |
| ***Measurement Minutes*** | 24 hours a day, 7 days a week |
| ***Support*** | The Supplier agrees to support every new version of the product as well as older versions which may still be in use by the Partner |

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| **SLA-004** | **Problem Resolution:** |
| ***Service Level Requirement*** | All problem resolutions and workarounds will be delivered in accordance with the required Supplier action referenced in the applicable Severity Level taking into account the Excused Performance Deficiencies. Excused Performance Deficiencies means that in the case of a Force Majeure, as defined in section 1.10 of the Services Agreement, while fixing the issue, Supplier will not be responsible for the Service Levels set out herein. |
| ***Measurement Minutes*** | 24 hours a day, 7 days a week |

1.3.4 Recovery Time Objective (RTO) & Recovery Point Objective (RPO)

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| **SLA-005** |  |
| ***Service Level Objective*** | RTO (R**ecovery Time Objective**):  RTO is the maximum time allowed for the recovery of an IT service following an interruption.  RPO (R**ecovery Point Objective**):  RPO is the maximum amount of data that may be lost when service is restored after an interruption. The recovery point objective is expressed as a length of time before the failure. |
| ***Service Level Requirement*** | |  |  | | --- | --- | | Recovery Time Objective (RTO) | 8 hours | | Recovery Point Objective (RPO) | 15 minutes | |

1.3.5 Home Search Assistance Service Availability and Response Time

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| **SLA-006** |  |
| ***Service Level Requirement*** | a. The response time for this type of this should be  Service Level Requirement Average speed of answer of 360 seconds or less by phone  Average speed of answer of 4 hours or less by email  Average speed of answer of 360 seconds or less by chatbot |
| ***Minimum Service Level Requirement*** | The Supplier agrees to be available from 9:00 am until 5:00 pm from Monday to Friday |
| ***Measurement Minutes*** | By phone: 80% within 360 seconds response time |