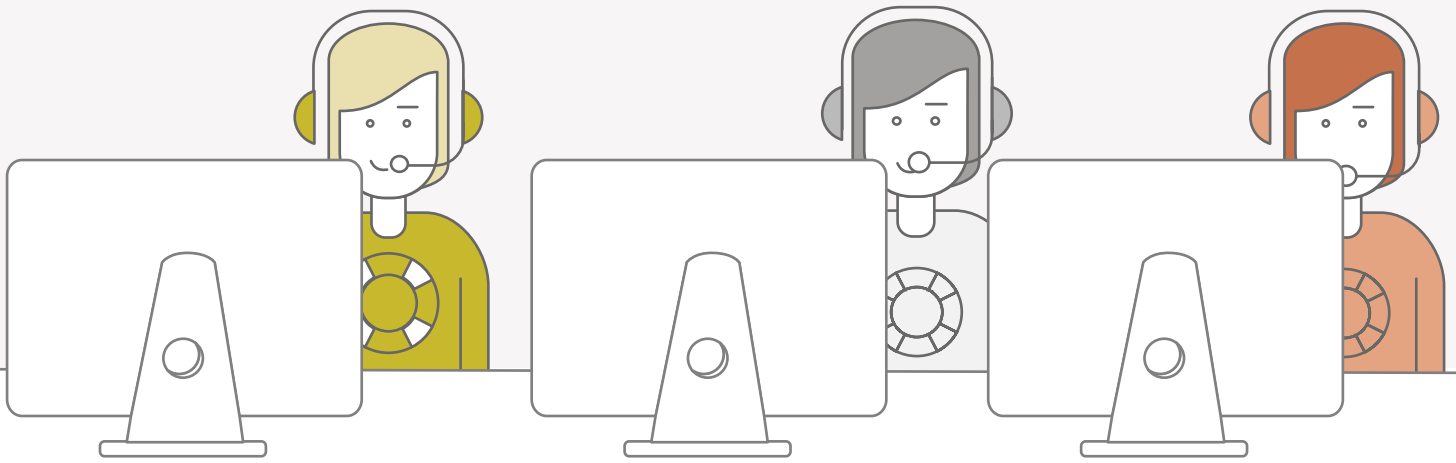


SysAid Service Level Agreement





Gold Support

Operating times:

The Technical Support team is available 24/7, 365 days a year. In addition, self-service is also available via the SysAid website: www.sysaid.com/support/contact.



Chat Support:

Live chat support is available
Sunday 9:00 pm –
Friday 9:00 pm GMT.



Telephone Support:

Customers are advised to use telephone support for all Priority 1 incidents. Available 24/7.



SysAid Client Success:

Your assigned SysAid account manager is also available to help. If you do not know who your account manager is, please contact care@sysaid.com.



Panic Button:

Customers can download a “Panic Button” application that sends an automatic alert to the SysAid support teams. Available 24/7.

Nature of Incident	Production Instance Target Initial Response Time	Sandbox Instance Target Initial Response Time
Availability incident (Cloud)	Within 30 minutes at all times	Within 2 hours at all times
Critical incident	Classified as P1 incident - within 1 hour	Classified as P2 incident - within 1 day
Non-critical incident	Classified as P2 or P3 incidents - within 1 day	Classified as P3 incident - within 1 day
All other requests	Within 2 days	Within 2 days



View SysAid Cloud Statistics: Our SysAid Cloud status and uptime is always available and can be found here: <https://www.sysaid.com/support/cloud-status>.



Scheduled Maintenance: Two hours per month (maximum) is reserved for scheduled maintenance, with seven calendar days advanced notice given to customers.



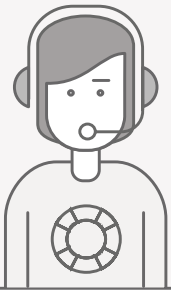
Emergency Maintenance: SysAid will give as much notice as possible in the case of emergency maintenance (critical/urgent issues).



Self-Service: You can submit an incident or request through the SysAid End-User Portal 24/7: <https://helpdesk.sysaid.com/EndUserPortal.jsp?noframe=YES>



SysAid Community: Quickly find answers to your queries 24/7: <https://www.sysaid.com/Sysforums/forums/home.page>



Silver Support

Operating times:

The Technical Support team is available 24/7, 365 days a year. In addition, self-service is also available via the SysAid website: www.sysaid.com/support/contact.



Telephone Support:

Customers are advised to use telephone support for all Priority 1 incidents. Available 24/7.



Chat Support:

Live chat support is available Sunday 9:00 pm – Friday 9:00 pm GMT.



SysAid Client Success:

Your assigned SysAid account manager is also available to help. If you do not know who your account manager is, please contact: care@sysaid.com

Nature of Incident	Production Instance Target Initial Response Time	Sandbox Instance Target Initial Response Time
Availability incident (Cloud)	Within 30 minutes at all times	Within 2 hours at all times
Critical incident	Classified as P1 incident - within 2 hour	Classified as P2 incident - within 1 day
Non-critical incident	Classified as P2 or P3 incidents - within 1 day	Classified as P3 incident - within 2 days
All other requests	Within 3 days	Within 3 days



View SysAid Cloud Statistics: Our SysAid Cloud status and uptime is always available and can be found here: <https://www.sysaid.com/support/cloud-status>.



Scheduled Maintenance: Two hours per month (maximum) is reserved for scheduled maintenance, with seven calendar days advanced notice given to customers.



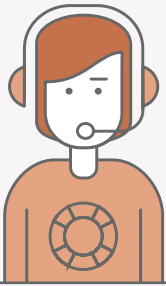
Emergency Maintenance: SysAid will give as much notice as possible in the case of emergency maintenance (critical/urgent issues).



Self-Service: You can submit an incident or request through the SysAid End-User Portal 24/7: <https://helpdesk.sysaid.com/EndUserPortal.jsp?noframe=YES>



SysAid Community: Quickly find answers to your queries 24/7: <https://www.sysaid.com/Sysforums>



Bronze Support

Operating Times:

The Technical Support team is available Sunday 9:00 pm – Friday 9:00 pm GMT.
In addition, self-service is also available via the SysAid website:
www.sysaid.com/support/contact.



Chat Support:

Live chat support is available
Sunday 9:00 pm –
Friday 9:00 pm GMT.



SysAid Client Success:

Your assigned SysAid account manager is also available to help. If you do not know who your account manager is, please contact: care@sysaid.com.

Nature of Incident	Initial Response Time
Availability incident (Cloud)	Within 30 minutes at all times
Critical incident	Classified as P1 incident - within 2 hour
Non-critical incident	Classified as P2 or P3 incidents - best effort
All other requests	Best effort



View SysAid Cloud Statistics: Our SysAid Cloud status and uptime is always available and can be found here: <https://www.sysaid.com/support/cloud-status>.



Scheduled Maintenance: Two hours per month (maximum) is reserved for scheduled maintenance, with seven calendar days advanced notice given to customers.



Emergency Maintenance: SysAid will give as much notice as possible in the case of emergency maintenance (critical/urgent issues).



Self-Service: You can submit an incident or request through the SysAid End-User Portal 24/7: <https://helpdesk.sysaid.com/EndUserPortal.jsp?noframe=YES>



SysAid Community: Quickly find answers to your queries 24/7: <https://www.sysaid.com/Sysforums>

Priority Definitions

The following priority definitions are relevant to all tiers of support: Gold, Silver, and Bronze:

Priority 1	Interruption making a critical functionality inaccessible, or a complete network interruption, causing a severe impact on services availability. Examples include: server down and severe performance issues.
Priority 2	Critical functionality or network access interrupted, degraded or unusable, having a severe impact on services availability. Examples include: SysAid Cloud is accessible but very slow to respond.
Priority 3	Anything that is not a P1 or P2. Examples include: issues related to reports and monitoring not reporting correctly.