

Support Plan

Service Level Agreement

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Service Level Agreement

1. Introduction

This Support Plan Service Level Agreement (SLA) is a policy governing the support for Services provided by Unmand to the Customer. In the event of a conflict between the terms of this SLA and the terms of the Master Service Agreement or other agreement with us governing the Customer's use of our Services (the "Agreement"), the terms and conditions of this SLA apply, but only to the extent of such conflict.

If Unmand does not achieve and maintain the Service Levels as described in this SLA, then the Customer may be eligible for a credit towards a portion of the monthly service fees. Unmand will not modify the terms of the SLA during the initial term of the subscription; however, if the Customer renews the subscription, the version of this SLA that is current at the time of renewal will apply throughout the renewal term. Unmand will provide at least 90 days' notice for adverse material changes to this SLA.

2. Definitions and Interpretation

2.1 Definitions

In this document, unless the context requires otherwise:

Applicable Monthly Service Fees means the total fees actually paid by the Customer for a Service that are applied to the month in which a Service Credit is owed.

Change request means an issue caused by the Customer or by changes made to the Customer's environment.

Downtime means:

- The Unmand product has no external connectivity.
- No response is returned from the Unmand API.

Guaranteed Resolution Time means the amount of time it takes for Unmand to resolve a request. The resolution times starts when Unmand receive a request and stops when the request has been resolved.

Guaranteed Response Time means the amount of time it takes for Unmand to initially review a request, triage priority and assign it to a Deployment Engineer. The response time starts when Unmand receive a request and stops when the request has been assigned.

Incident means (i) any single event, or (ii) any set of events, that result in Downtime.

New feature means a request for functionality or capability not currently available as part of the Services.

Services means the access, licensing, hosting and support for the services detailed in the Order in Schedule 1 of the Master Services Agreement.

Service Credit is the percentage of the Applicable Monthly Service Fees credited to the Customer following Unmand's claim approval.

Service Level means the performance metric(s) set forth in this SLA and associated Support Plan that Unmand agrees to meet in the delivery of the Services.

Support Plan means the specific support product / service plan the Customer has subscribed to, as outlined in the applicable service agreement or order. This plan details the scope, response times, and availability of support services.

3. General Service Commitment

In the event the Included Services do not meet the Service Turnaround Times, the customer will be eligible to claim a Service Credit as described in clause 5.

3.1 Service Turnaround Times

Unmand will use commercially reasonable efforts to meet the following turnaround times.

Guaranteed Response & Resolution Times

Standard Support Plan

Priority	Response time/Resolution time
Highest	Not Applicable/2 business days
High	Not Applicable/5 business days
Medium	Not Applicable/10 business days
Lowest/Low	Not Applicable/Not Applicable

Business Support Plan

Priority	Response time/Resolution time
Highest*	4 business hours/8 business hours
High*	8 business hours/2 business days
Medium	3 business days/5 business days
Lowest/Low	5 business days/10 business days

Enterprise Tier One Support Plan

Priority	Response time/Resolution time
Highest*	2 business hours/4 business hours
High*	4 business hours/8 business hours
Medium	8 business hours/3 business days
Lowest/Low	3 business days/5 business days

Enterprise Tier Two Support Plan

Priority	Response time/Resolution time
Highest*	1 business hour/2 business hours
High*	2 business hours/4 business hours
Medium	4 business hours/1 business day
Lowest/Low	2 business days/3 business days

*Highest and High priority request response times will be met in the Customer's local time zone under these Support Plans.

Request priority is determined using the following criteria:

Priority	Impact of issue
Highest	<ul style="list-style-type: none"> • All automation jobs for an Unmand client impacted • End customers impacted • No workaround is available
High	<ul style="list-style-type: none"> • High proportion of automation jobs for an Unmand client impacted • End customers impacted • No workaround is available
Medium	<ul style="list-style-type: none"> • Some automation jobs for an Unmand client impacted • End customers impacted • No workaround is available
Lowest/Low	<ul style="list-style-type: none"> • Product questions or requests for new features • Issues with an immaterial or no end customer impact • Workaround likely available • Little to no automation jobs impacted for an Unmand client or services impacted are in a staging or test environment

The priority assigned to a request is initially determined by the Customer. However, after reviewing a request, Unmand may change the priority based on the prioritisation criteria.

4. Service Management and Support

4.1 Support Hours

Services will be supported on a 24x7x365 basis. Live support will be provided during the following days and times:

- Telephone support: 8:30 A.M. to 5:30 P.M. Monday – Friday (AEST)
 - Calls outside these business hours will be forwarded to a message service and responded to the following business day.
- Email support: 8:30 A.M. to 5:30 P.M. Monday – Friday (AEST)
 - Emails received outside of office hours will be lodged with the Unmand Support Desk.

The Support Desk will log, track, assign and manage all requests, incidents, problems and queries through the Unmand ticketing system. The Support Desk will provide a unique reference number (Incident ticket) and priority assigned to the ticket.

Each Support Plan provides support hours as part of the Applicable Monthly Service Fees. Monthly support hours in excess of those provided under the Support Plan are charged and payable at professional services rates.

5. Service Credits

Service Credits are calculated as a percentage of the total charges paid by the Customer for Service for the monthly billing cycle.

5.1 Turnaround time Service Credits

Customer can claim a Service if Unmand fails to meet the following Service Levels, subject to the limitations outlined in clause 6.

% OF REQUESTS MET WITHIN GUARANTEED TURNAROUND TIME*	SERVICE CREDIT
90% or >	0%
80% - 89%	5%
60% – 79%	10%
<60%	15%

*Low or lowest priority requests are excluded.

5.2 Claims

Unmand must receive the claim within two months of the end of the billing month in which the Incident that is the subject of the claim occurred.

Unmand will evaluate all information reasonably available to us and make a good faith determination of whether a Service Credit is owed. Unmand will use commercially reasonable efforts to process claims during the subsequent month and within 30 days of receipt. The Customer must be in compliance with the Agreement in order to be eligible for a Service Credit. If Unmand determine that a Service Credit is owed to the Customer, Unmand will apply the Service Credit to the Applicable Monthly Service Fees.

6. Limitations

This SLA does not apply to the following performance or availability issues:

1. Due to factors outside our reasonable control (for example, natural disaster, war, acts of terrorism, riots or government action);
2. That result from the use of services, hardware, or software not provided by Unmand, including, but not limited to, issues related to your systems, changed requirements, changes in your systems, downtime from external providers or inadequate bandwidth;
3. Caused by the Customer's use of a Service after Unmand advised the Customer to modify the use of the Service, if they did not modify the use as advised;
4. That result from the Customer's unauthorized action or lack of action when required, or from the Customer's employees, agents, contractors, or vendors, or anyone gaining access to our network by means of the Customer's passwords or equipment, or otherwise resulting from the Customer failure to follow appropriate security practices;
5. That result from the Customer's failure to adhere to any required configurations, use supported platforms, follow any policies for acceptable use, or use of the Service in a manner inconsistent with the features and functionality of the Service (for example, attempts to perform operations that are not supported) or inconsistent with our published guidance;
6. Planned downtime resulting from out of business hours software releases, updates and feature releases;
7. That result from faulty input, instructions, or arguments (for example, requests to access files that do not exist); or
8. That result from the Customer attempts to perform operations that exceed prescribed quotas or that resulted from our throttling of suspected abusive behaviour.

Additionally, service credits for turnaround times also cannot be claimed not if:

1. Unmand is awaiting a response from the Customer in order to progress a request. When this happens, turnaround resolution times will be paused and will not resume until the required information to resolve the request is received;
2. Unmand cannot action or resolve a request because a change is required to a system not provided by Unmand or a product not supported by Unmand; or
3. A request relates to development of a New Feature, or a Change Request that cannot be resolved in less than two (2) hours of engineering time. If resolution is estimated to require more than two (2) hours, Unmand will notify the Customer. In these cases, Unmand will collaborate with the Customer to define and agree the solution, timeline and any associated costs.