timeTec
www.timeteccloud.com

SLA

Service Level Agreement

→ This Service Level Agreement ("SLA" or "Agreement") between the service provider, TimeTec and the Customer for the provision of IT Service to support and sustain the TimeTec Cloud Software as a Service product, either single or multiple software that the Customer subscribes.

This Agreement remains valid until superseded by a revised agreement.

This Agreement outlines the parameters of all IT services covered as the primary stakeholders mutually under-stand them.

1. The Objectives

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Match perceptions of expected service provision with actual service support & delivery.

2. Effective Period

This Agreement is deemed valid from the effective date throughout the subscription period of TimeTec Cloud Software subscribed by the Customer with the subscription fees confirmed paid to TimeTec.

3. Support Terms

FingerTec and TimeTec will support the Customer in the time below (UTC +8), per this SLA

Monday	9:00 AM - 12:00 AM	(Tuesday)
Tuesday	9:00 AM - 12:00 AM	(Wednesday)
Wednesday	9:00 AM - 12:00 AM	(Thursday)
Thursday	9:00 AM - 12:00 AM	(Friday)
Friday	9:00 AM - 12:00 AM	(Saturday)
Saturday	12:00 PM - 8:00 PM	
Sunday	12:00 PM - 8:00 PM	

iNeighbour and TimeTec Parking will support the Customer in the time below (UTC +8), per this SLA

Monday	9:00 AM - 10:00 PM
Tuesday	9:00 AM - 10:00 PM
Wednesday	9:00 AM - 10:00 PM
Thursday	9:00 AM - 10:00 PM
Friday	9:00 AM - 10:00 PM
Saturday	12:00 PM - 8:00 PM
Sunday	12:00 PM - 8:00 PM

4. Service Availability (Uptime)

TimeTec's Service Availability commitment for a given calendar year is 99%. Service Availability is calculated per year as follows:

$$\frac{\text{Total - Unplanned Outage - Planned Maintenance}}{\text{Total - Planned Maintenance}} \times 100\% \le 99\%$$

Definitions:

- **Total is** the total minutes in the month.
- **Unplanned Outage is** the total minutes that the Service in not available in the month outside of the Planned Maintenance window.
- **Planned Maintenance is** the total minutes of planned maintenance in the month.

Currently, Planned Maintenance is four (4) hours for weekly mainte-nance, plus four (4) hours for monthly maintenance, plus four (4) hours for quarterly maintenance. TimeTec's current weekly maintenance begins at 2:00 am (UTC +8) on Saturday; monthly maintenance begins at 6:00 am (UTC +8) on Saturday; and quarterly maintenance begins at 10:00 am (UTC +8) on Saturday. All times are subject to change upon fourteen (14) days' notice provided in TimeTec emails, and any such change shall not lengthen the duration of the associated maintenance window.

If the actual maintenance exceeds the time allotted for Planned Maintenance, it is considered an Unplanned Outage. Conversely, if actual maintenance is less than the time allotted for Planned Maintenance, that time is not applied as a credit to offset any Unplanned Outage time for the year.

5. TimeTec Feature Release and Service Update Process

Periodically, TimeTec introduces new features in the Service with enhanced functionality across TimeTec applications. Features and functionality will be made available as part of a major feature release ("Feature Release") or as part of weekly service updates ("Service Updates"). Feature Releases will take place approximately six times per year. The frequency of Feature Release availability may be increased or decreased by TimeTec at TimeTec's discretion.

6. Case Submittal and Reporting

Customer's Contacts may submit cases to TimeTec Support via methods stipulated in Section 9. Each case will be assigned a unique case number. TimeTec will respond to each case per this SLA and will work diligently toward resolving the issue, taking into consideration its severity and impact on the Customer's business operations. Actual resolution time will depend on the nature of the case and the resolution itself. A resolution may consist of a fix, workaround, delivery of information or other reasonable solution to the issue.

7. 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.

Tier 1 Support (Including Customer Care and Operations Requests):

- **Definitions:** Non-system issues and requests such as general Service inquiries, questions about product configuration and functionality.
- **TimeTec Response Commitment:** TimeTec will respond within twenty-four (24) hours of receiving a case during support operating hours.
- **Resolution Commitment:** TimeTec will respond to requests.
- **Escalation:** If progress is not being made to the Customer's satisfaction, the Customer may request that TimeTec escalate the problem to the appropriate TimeTec organization.
- **Customer Commitment:** The Customer will respond to TimeTec requests for additional information on time.

Tier 2 Support

- **Definitions:** An issue with the Service that delays Customers from completing one or more non-critical business processes that are not imperative to the Customer's business operations. A workaround exists.
- **TimeTec Response Commitment:** TimeTec will respond within six (6) hours of receiving a case during support operating hours.
- **Resolution:** If resolutions require a TimeTec issue fix, TimeTec will add the issue fix to its development queue for future Updates and suggest a potential workaround until the problem is resolved in a future Update.
- **Escalation:** If progress is not being made to the Customer's satisfaction, the Customer may request that TimeTec escalate the problem to the appropriate TimeTec organization.
- **Customer Response Commitment:** The Customer will respond to TimeTec requests for additional information and implement recommended solutions on time.

Tier 3 Support

- **Definition:** An issue with the Service that prevents the Customer from completing one or more critical business processes with a significant impact. A workaround exists but is not optimal.
- **TimeTec Response Commitment:** TimeTec will respond within four (4) hours of receiving a case during support operating hours.
- **Resolution:** TimeTec will work to resolve the problem until the Service is returned to regular operation. If resolutions require a TimeTec issue fix, TimeTec will add the issue fix to its development queue for future Updates and suggest a potential workaround until the problem is resolved in a future Update. We will notify the Customers of status changes.
- **Escalation:** If progress is not being made to the Customer's satisfaction, the Customer may request that TimeTec escalate the problem to the appropriate TimeTec organization where the escalated problem will have higher priority than ongoing support, development or operations initiatives.
- **Customer Response Commitment:** Customer will respond to TimeTec requests for additional information, implement recommended solutions promptly, and remain accessible for troubleshooting from the time an issue is logged until it is resolved.

8. Service Measurement

Tier 1 Support:

- **SLA Performance:** Responded and/or Resolved in twenty-four (24) hours during support operation hours.
- **Breach:** Responded and/or Resolved after twenty-four (24) hours of support operation hours.

Tier 2 Support:

- **SLA Performance:** Responded and/or Resolved in six (6) hours during support operation hours.
- **Breach:** Responded after six (6) hours of support operation hours and/or did not provide a resolving timeline in 7 days.

Tier 3 Support:

- **SLA Performance:** Responded and/or Resolved in four (4) hours during support operation hours.
- **Breach:** Responded after four (4) support operation hours and/or did not provide a resolution timeline in 1 day.

Uptime

- **Breach:** If Service Availability is less than 99% as stipulated in Section 4.

9. Service Reachability

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.

- **Email Support:** support@timeteccloud.com
- **Live Chat Support:** Bottom right corner of your web application or www.timeteccloud.com.
- **Skype Support:** https://www.timeteccloud.com/skype
- **TeamViewer Support:** https://www.timeteccloud.com/teamviewer (only available upon scheduled between TimeTec and Customer)
- **Self-service Online Guidance:** an administrator appointed by the Customer can access all support resources available for TimeTec customers.

10. Service Reporting

The Customer is encouraged to write an email with show-of-proof for any breach of the SLA to TimeTec Legal Department at legal@timetec-cloud.com to claim its Service Level Credits.

11. Service Level Credits

TimeTec applies Service Level Credits to paid customers only. Except for Uptime, every confirmed reported breach is entitled to USD 2 worth of credit, and breach of Uptime is entitled to 10% of your total paid subscrip-tion amount based on your payment cycle. We will use all the Service Level Credits to offset the Customer's next subscription payment.

12. Changes to SLA

This SLA is a living document and might be revised from time to time to improve TimeTec support quality. TimeTec will publish the updated SLA and notify the Customers by email.

Updates"). Feature Releases will take place approximately six times per year. The frequency of Feature Release availability may be increased or decreased by TimeTec at TimeTec's discretion.

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• Definitions: Non-system issues and requests such as general Service inquiries, questions about product configuration and functionality.

• TimeTec Response Commitment: TimeTec will respond within twenty-four (24) hours of receiving a case during support operating hours.

• Resolution Commitment: TimeTec will respond to requests.

• Escalation: If progress is not being made to the Customer's satisfaction, the Customer may request that TimeTec escalate the problem to the appropriate TimeTec organization.

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• TimeTec Response Commitment: TimeTec will respond within six (6) hours of receiving a case during support operating hours.

• Resolution: If resolutions require a TimeTec issue fix, TimeTec will add the issue fix to its development queue for future Updates and suggest a potential workaround until the problem is resolved in a future Update.

• Escalation: If progress is not being made to the Customer's satisfaction, the Customer may request that TimeTec escalate the problem to the appropriate TimeTec organization.

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• TimeTec Response Commitment: TimeTec will respond within four (4) hours of receiving a case during support operating hours.

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