SLA
Service Level Agreement

This Service Level Agreement ("SLA" or "Agreement") between the service provider, TimeTec Cloud Sdn Bhd (hereinafter called "TimeTec") and the Customer for the provision of IT service to support and sustain the TimeTec Cloud Software as a Service products, either single or multiple software that is subscribed by the Customer.

This Agreement remains valid until superseded by a revised agreement.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders.

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. Service Agreement

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

3.1 Service Scope

The following Services are covered by this Agreement;

3.1.1 Tier 1 support:

- Telephone Support
- Email Support
- Live Chat Support
- Skype Support
- TeamViewer Support
- Self-service Online Assistance including e-Learning, Technical Tips, Blogs, Video Clips and etc.

3.1.2 Tier 2 Support:

- System Diagnostic and Testing if reported error require further diagnosis.

3.1.3 Tier 3 Support:

- Bug Fixing
- System Customization

Note: TimeTec deploys Salesforce.com as its main support platform.

3.2 Uptime

TimeTec Cloud Software runs on the Amazon EC2, which offers a highly reliable environment where replacement instances can be rapidly and predictably commissioned. The Amazon EC2 Service Level Agreement commitment is 99.95% availability for each Amazon EC2 Region. Data is backed up regularly and has Multi-AZ deployments which protects your latest database updates against unplanned outages. All TimeTec infrastructure is monitored live, continuously (24/7/365) by Amazon CloudWatch to identify and prevent potential problems from occurring.

TimeTec Cloud system offers 98% availability of commitment.

3.3 Customer Requirements

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

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

4. 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

4.1 Service Availability

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

4.1.1 Tier 1 Support:

- Telephone support: 9:00 A.M. to 4:00 P.M (GMT +8). Monday – Friday
  (The time excludes Malaysia & Selangor Public Holidays)

Calls received will be forwarded to TimeTec on-duty technical support and best efforts will be made to answer /guide/ solve the problem.
- Email support: 24/7, Response within 4 hours, after the TimeTec server receives the email.
- Live Chat Support: 24/7, Response almost immediately.
- Skype Support: 24/7, Response almost immediately.
- Teamview Support: 24/7, Response based on agreeable scheduled appointment between TimeTec and the Customer.
- Self-Service Online Guidance: Available for access at anytime.

4.1.2 Tier 2 Support:
- System Diagnostic and Testing: TimeTec will complete system diagnostic and testing within 2 working days if the reported problem require it to be carried out.

4.1.3 Tier 3 Support:
- Bug Fixing: Estimated delivery date is based on TimeTec R&D schedule.
- System Customization: Estimated delivery date is based on the agreed customization details and R&D schedule. TimeTec, at its discretion, has the rights to reject any customization requests that are not in line with the product development.

4.2 Service Reachability
- Telephone Support: +603-80709933
- Email Support: support@timeteccloud.com
- Live Chat Support: http://www.fingertec.com/chat/index.html
- Skype Support: https://www.timetecta.com/skype
- TeamViewer Support: http://www.fingertec.com/teamviewer/FT_teamviewer.html
  Self-service Online Guidance: an administrator appointed by the Customer can access all support resources available for TimeTec customers.

4.3 Service Measurement
4.3.1 Tier 1 Support:
- Telephone Support: 9:00 A.M. to 4:00 P.M. (GMT +8) Monday – Friday
  (The time excludes Malaysia & Selangor Public Holidays)
  - 🟩 **HIGH PERFORMANCE:** Picked up and solved by an expert personnel
  - 🟨 **LOW PERFORMANCE:** Picked up but was not attended by an expert personnel
  - 🟥 **BREACH:** Not picked up nor solved
- Email Support: 24/7, Response within 4 hours, after the TimeTec server receives the email.
  - 🟩 **HIGH PERFORMANCE:** Received reply in less than one hour
  - 🟨 **LOW PERFORMANCE:** Received reply between 1 – 4 hours
  - 🟥 **BREACH:** Received reply after 4 hours
- Live Chat Support: 24/7, Response almost immediately
  - 🟩 **HIGH PERFORMANCE:** Responded immediately
  - 🟨 **LOW PERFORMANCE:** Responded within 1- 4 hours
  - 🟥 **BREACH:** Responded after 4 hours

- Skype Support: 24/7, Response almost immediately
  - 🟩 **HIGH PERFORMANCE:** Responded immediately
  - 🟨 **LOW PERFORMANCE:** Responded within 1- 4 hours
  - 🟥 **BREACH:** Responded after 4 hours
- Teamviewer Support: 24/7, Response based on agreeable scheduled appointment between TimeTec and the Customer.
  - 🟩 **HIGH PERFORMANCE:** Problem solved after Teamviewer session.
  - 🟨 **LOW PERFORMANCE:** Problem only solved two days after the Teamviewer session.
  - 🟥 **BREACH:** Problem not solved more than two days after the Teamviewer session.

4.3.2 Tier 2 Support:
- System Diagnostic and Testing: TimeTec will complete the system diagnostic and testing within two working days if the reported problem require it to be carried out.
  - 🟩 **HIGH PERFORMANCE:** Problem solved in less than 1 day
  - 🟨 **LOW PERFORMANCE:** Problem solved within 1-2 days
  - 🟥 **BREACH:** Problem solved or not solved more than 2 days

4.3.3 Tier 3 Support:
- Bug Fixing: Estimated delivery date is based on TimeTec R&D schedule.
  - 🟩 **HIGH PERFORMANCE:** Bug fixed is completed on schedule
  - 🟨 **LOW PERFORMANCE:** Bug fixed is completed 1 week after schedule
  - 🟥 **BREACH:** Bug fixed is completed more than 1 month after schedule
- System Customization: Estimated delivery date is based on the agreed customization details and R&D schedule. TimeTec, at its discretion, has the rights to reject any customization requests that are not in line with the product development.
  - 🟩 **HIGH PERFORMANCE:** Customization request fulfilled on schedule
  - 🟨 **LOW PERFORMANCE:** Customization request fulfilled one month after schedule
  - 🟥 **BREACH:** Customization request fulfilled within 3 months after the schedule or not delivered at all.

4.3.4 Uptime
- 🟥 **BREACH:** If uptime is less than 98.0%.

4.4 Service Reporting
The Customer is encouraged to write in email with show-of-proof for any breach of the SLA to TimeTec Group Chief Executive Officer, Mr. Teh Hon Seng at honseng@timeteccloud.com to claim its Service Level Credits.

4.5. Service Level Credits
We apply Service Level Credits to paid customers only. Every confirmed reported breach except Uptime is entitled to USD2 worth of credit, and breach of Uptime is entitled to a 10% of your total paid subscription amount based on your payment cycle. All the Service Level Credits will be used to offset the Customer's next subscription payment.

5. Changes to SLA
This SLA is a living document and might be revised from time to time to improve TimeTec support quality. The updated SLA will be published by TimeTec and the Customers will be notified by email.