



Service Level Agreement
Effective Starting: September 9th, 2019.

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1. Introduction

CA Customer Alliance GmbH shall at all times during term of this Agreement provide the Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion, as defined herein below.

2. Service Desk Availability

Service desk will offer remote maintenance to support customers in submission and technical items.

Telephones and chat functions will be manned between 09:00 and 17:00 CET Monday to Friday.

Telephone inquiries will be able to be dealt with in the following languages:

- English
- German
- French
- Italian

3. System monitoring

The platform is deemed "available" while it is accessible to customers via the Internet.

Factors outside of CA Customer Alliance GmbH's reasonable control that might render some users unable to access a system but do not render a system "unavailable" include:

- Local Internet connectivity issues affecting a user;
- DNS issues preventing users from resolving the system host name (the current IP address of the system will be provided in this case if requested);
- Bandwidth issues at the user's site;
- Internet routing issues between the user and the hosting site



4. Critical items and response and resolution times

In cases of doubt CA Customer Alliance GmbH provides evidence that the system is working as expected, which indicates that the issues are outside of the providers reasonable control.

CA Customer Alliance GmbH will monitor the system for bugs and other critical items.

See table 1 for definition of Critical items and response and resolution times.

5. Service Credits

If we confirm there is a failure to meet a Service Level Commitment in a particular calendar month and you make a request for service credit within fifteen (15) days after the end of such calendar month, you will be entitled to a credit based on the monthly fees invoiced for the affected Cloud Product you have provisioned in the month experiencing such failure.

See table 2 for the service credit structure.

6. Updates

As our business evolves, we may change our Service Level Agreement. Customers can review the most current version of the Service Level Agreement at any time by visiting [this page](#).

Table 1 - Definition of Critical Items and Response and Resolution Times

Criticality	Definition	Response Window	Resolution Window *
	Issue is defined as a bug which means that a function is not functioning as specified and agreed	Time Period <i>Always within defined business hours Monday through Friday (weekends and holidays excluded). For application critical issues suppliers provides a dedicated phone number which is serviced on Saturdays too and provided by the supplier to the recipient</i>	Time Period
System Availability	The system shall be available 24/7 except for periods of planned maintenance which occur between 19:30 & 06:00 CET	Reviewed monthly	
Application Critical	Services cannot progress until resolved	Eight (8) working hours	Continue working until resolution is achieved, with in the aim to resolve within 24 hours
High Priority	One part or more of the Services cannot progress and must be fixed quickly, but it allows other parts of the Services to progress in the meantime	Eight (8) working hours	Continue working until resolution is achieved, with the aim to resolve within one (1) working week (5 business days)
Medium Priority	Services can progress but the issue must be resolved as quickly as possible	Four (4) working days	Three (3) working weeks (15 business days) to resolve
Low Priority	Services are not immediately affected and resolution is not as urgent	Seven (7) working days	Within 30 working days, which would allow for a maximum normal monthly production cycle.
"Response Window" means the timeframe in which CA Customer Alliance GmbH must indicate to the customer what the expected resolution time frame is.			
"Resolution Window" means the maximum time during which CA Customer Alliance GmbH may fix the issue. The resolution time includes the response window, the clock starts when CA Customer Alliance GmbH gets to know the issue.			

Table 2 - Service Credit Structure

Subject	Target	Service Credit (% of monthly fees for affected Cloud Product)			
System Availability	More or equal to 99% per calendar month (does not include planned downtime)	Less than 99% but greater or equal to 95% per calendar month	Less than 95% but greater or equal to 90% per calendar month	Less than 90% but greater or equal to 80% per calendar month	Less than 80% per calendar month
		10%	25%	50%	70%