

Glue - Service Level Agreement

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1. Introduction

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) for Tikabu’s Product Glue.

We will not modify the terms of your SLA during the initial term of your subscription; however, if you renew your subscription, the version of this SLA that is current at the time of renewal will apply throughout your renewal term. We will provide at least 90 days’ notice for adverse material changes to this SLA.

2. Service Agreement

The following detailed service parameters are the responsibility of Tikabu in the ongoing support of this Agreement.

2.1. Service Scope

The following Services are covered by this Agreement;

- Monitored email support

2.2. Customer Requirements

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

- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

2.3. Service Provider Requirements

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

- Meeting response times associated with service-related incidents.

3. Service Management

The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

3.1. Service Availability

Glue is hosted within the Azure Australian regions. Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday excluding Australian Public Holidays
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Scheduled nightly maintenance windows is from 10:00pm-11:00pm
- Releases will be published during the scheduled nightly maintenance window unless specifically request by the customer

3.2. Service Requests

In support of services outlined in this Agreement, Tikabu will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

To submit a service request, built-in functionality within Glue can be utilised or an email can be sent to support@tikabu.com.au