



SERVICE LEVEL AGREEMENT

1. INTRODUCTION

- 1.1. This Service Level Agreement (SLA) regulates the scheduled and unscheduled downtime provisions, maintenance of the Platform and support services provided by Flink to its clients.
- 1.2. The SLA may change from time to time at Flink's sole discretion and without notice. The current version of the SLA applicable at the time the Services are used. Each person must familiarise themselves with the current SLA each time they use the Services.

2. DOWNTIME AND MAINTENANCE

2.1. Scheduled Downtime

- 2.1.1. Flink may suspend access to the Services in order to carry out scheduled maintenance.
- 2.1.2. Scheduled downtime for maintenance will occur on Business Days, outside of business hours.
- 2.1.3. The maximum duration for Scheduled Downtime maintenance will be 2 (two) hours per week.
- 2.1.4. The maximum frequency of Scheduled Downtime maintenance will be once weekly.
- 2.1.5. Flink shall give at least 48 (forty-eight) hours written notice of scheduled maintenance, including the details of the expected Scheduled Downtime.

2.2. Unscheduled Downtime

- 2.2.1. Flink shall address only critical issues outside of scheduled maintenance times with minimal impact to the Client, this means where possible deploying only the parts of the systems that are absolutely necessary as opposed to a full deployment to minimize impact to the Client.



2.2.2. Flink shall communicate, with reasons, any Unscheduled Downtime with as much advance notice as can be afforded.

2.2.3. The Client shall be immediately informed by email if downtime needs to occur outside scheduled maintenance times. Communication will include the reasons for the unscheduled downtime.

2.3. Updates affecting features used by the Client

2.3.1. Flink will notify the Client by email whenever an update makes a notable change to the features and/or Services used by the Client.

3. **SUPPORT**

3.1. System Support

3.1.1. Support through Flink's help desk is available on Business Days during office hours from 09:00 – 17:00 (CAT). Outside of office hours, contact can be made with the emergency contact number set out in the Client's Profile.

3.2. Priorities and Feedback Solution Details

3.2.1. The table below outlines the priorities as well as the feedback and solution details.

3.2.2. The table below will only take effect if Flink and the Client agree on the severity. This does not apply to change requests.

3.2.3. After hours support may only be made by a senior representative of the Client, after internal Client escalation processes have been exhausted.

3.2.4. Flink shall determine, acting reasonably, into which severity category an issued raised through the support services falls.

Severity	Incident Description	Feedback	Solution
1	Critical service impact. Users are completely unable to use offered services.	Within 4 (four) hours, during office hours. <i>Will be discretionary as a non-essential system after hours support.</i>	As soon as possible during and after office hours.
2	Major service impact. Users are only partly able to use the offered services, or the quality of the service is compromised.	Within 8 (eight) hours, during office hours.	As soon as possible during office hours.



3	Moderate to no service impact. Minimal or no service impact, the parties should decide on how relevant issues should be resolved.	Within 12 (twelve) hours, during office hours. <i>Low impact items can take up to 24 hours for the Supplier to respond.</i>	To be planned following consultations.
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