

CustomerGauge Service Level Agreement (SLA)

At a glance:

Type of Coverage	Scope	Coverage time summary
Support Desk response	Initial response time to support ticket	2 hours - 24 hours depending on severity and level of support, Monday-Friday (see below)
Application Uptime - check in realtime on http://status.customergauge.com/	Survey System	99.9% (under 1 hour a month downtime)
	Reporting, Dashboards and API connectors	99.5% (under 4 hours a month downtime)
	Email/SMS queue	Target sending: under 10 minutes. CustomerGauge reserve right to delay up to 12 hours

Application and Support SLA

1. Introduction

This Service Level Agreement defines the service levels to be achieved by CustomerGauge in the performance of services and the performance measurement methods of this service.

As of the contract commencement date, CustomerGauge shall perform the Services in order to meet or exceed in each month the Service Levels as defined herein.

The performance of the Service Levels is measured on a monthly basis.

CustomerGauge shall be responsible for the measurement of the service level performance and, on request, shall provide to CLIENT detailed performance reports, which allows CLIENT to correctly and accurately verify CustomerGauge's performance and compliance with the service levels.

If CustomerGauge shows that an incident ticket does not relate to any fault or defects of the systems within CustomerGauge's control, then such ticket shall be considered closed without being taken into account for the calculation of the service level.

2. Application Services

CustomerGauge will provide the defined services according to industry level standards. The related responsibilities can be summarized as follows:

- Software-as-a-Service (SaaS) delivery: Server provisioning, (virtualized or physical), sizing of required resources, patched and kept up-to-date with relevant security controls
- Operate Infrastructure Services (e.g. DNS, Backup, Monitoring, Management systems)
- Resource and performance monitoring and planning
- Operation and monitoring of data interfaces (API)
- Provide real-time access to data via export features and API
- Provide highly available and secured Internet access infrastructure to provide services.
- Provide secure access for CLIENTS' users to the outsourced services as required (e.g. HTTPS, SFTP)
- Backup / Restore / Recovery procedures for all Systems
- Provide industry standard security, privacy, data integrity, access
- Flexibility for growth
- Operate industry standard data centre infrastructure
- Provide incident management and reporting

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1.1 Application Availability

Target Service Availability	99.5% - 99.9% - See detail in Table C
Operation time	7x24h except for maintenance windows defined below.
Support Desk time	EU: Monday – Friday 08:00-18:00 CET US: Monday – Friday 08:00-18:00 EST
Technical Service time	Service time means regular business hours of CustomerGauge Dev Team: 5x8.5h (Monday – Friday 09:00 – 17:30 CET)
Business critical hours	EU: Monday – Friday 08:00-19:30 CET US: Monday – Friday 08:00-19:30 EST AU: Monday – Friday 08:00-19:30 AEST
Maintenance windows	In general, upgrades will be performed in a way that does not require system downtime. However, we do reserve a downtime window of 30 mins per week (outside business critical hours). Minimum 24 hours notice will be given of such downtime being taken. However, three days' notification will be given if planned maintenance is expected to exceed 30 mins.
Backup	Daily full backup with hourly increments, kept for one month. Typical restore time - within 4 working hours
Multi-AZ Redundancy	Yes, for critical platform functions
Monitoring for Availability of service	24/7 See: http://status.customergauge.com/

Table C: Application Uptime detail:

Survey System	99.9% (under 1 hour a month downtime)
Reporting, Dashboards and API connectors	99.5% (under 4 hours a month downtime)
Email/SMS queue	Target sending: under 10 minutes. CustomerGauge reserve right to delay sending up to 12 hours

3. Service Response, Support

The following targeted Response and Resolution times apply:

Basic and Advanced Package

Problem Severity	Target Response time	Target Max Resolution time
Severity 1: <i>Critical Business Impact</i>	Within business hours: 4 hours Outside business hours 8 hours	Within business hours: 16 hours Outside business hours 16 hours
Severity 2: <i>Significant Business Impact</i>	Within business hours: 8 hours Outside business hours: best effort	Within business hours: 24 hours
Severity 3: <i>Some Business Impact</i>	Within business hours: 16 hours	Case by case decision and agreement

With Premium or Global Support

Problem Severity	Target Response time	Target Max Resolution time
Severity 1: <i>Critical Business Impact</i>	Within business hours: 2 hours Outside business hours 8 hours	Within business hours: 4 hours Outside business hours 16 hours
Severity 2: <i>Significant Business Impact</i>	Within business hours: 4 hours Outside business hours: best effort	Within business hours: 16 hours
Severity 3: <i>Some Business Impact</i>	Within business hours: 8 hours	Case by case decision and agreement

*Currently we do not offer 24/7 for a 2-hour response. But it may be considered in the future as an additional premium offering.

Where:

Problem Severity	Description
Severity 1: <i>Critical Business Impact</i>	The intended use is not possible for any users. The Application has failed or is not usable or is in critical condition and there are no alternatives at hand, so that the Application is non-functional.
Severity 2: <i>Significant Business Impact</i>	The intended use is partially possible. There is a major impact on productivity and efficiency. The Application or a component of the Application has failed or is not usable or parts of it are in critical condition and a hard-to-use workaround is available.
Severity 3: <i>Some Business Impact</i>	The intended use is not or only insignificantly limited by these Faults. A function of the Application can only be used with difficulty or to a limited extent, non-critical condition, few operational consequences or only minor parts of the Application have failed, are not usable or use is restricted.
Business critical hours	EU: Monday – Friday 08:00-19:30 CET US: Monday – Friday 08:00-19:30 EST AU: Monday – Friday 08:00-19:30 AEST

CLIENT and CustomerGauge may jointly agree in writing on other Resolution Times for individual Problems.

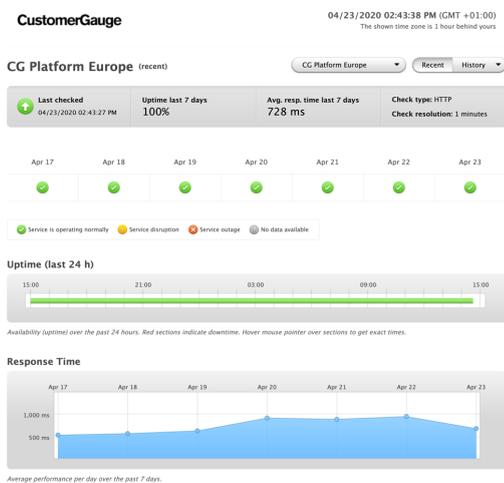
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The time spent by CLIENT testing a Problem solution provided by CustomerGauge shall not count towards the Resolution Time. Should CLIENT ascertain during the acceptance test that the Problem has not been solved and reports this to CustomerGauge, the time needed from then onwards shall count towards the Resolution Time. CustomerGauge shall only provide solutions, which it regards - in good faith – as valid and functional solutions.

3.2 Performance

The performance is related to the response times of the Solution and should meet or exceed industry standards. Both parties agree to discuss and mutually work on performance improvements in case of unsatisfactory response times.

CustomerGauge employs real time monitoring to help CLIENT understand performance. This is at <http://status.customergauge.com/>

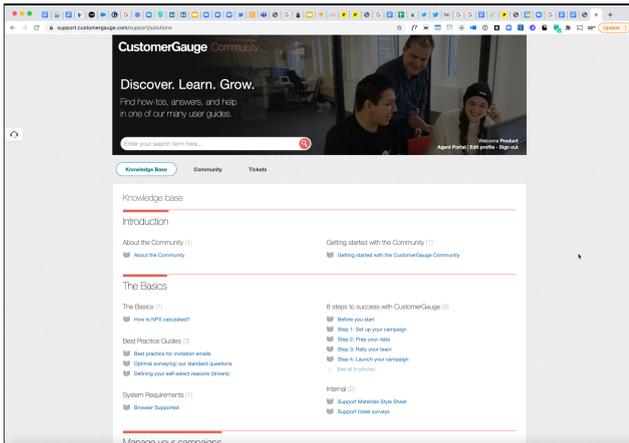


4. The Helpdesk

The Helpdesk of CustomerGauge contains many solution articles, a community of users and a method of logging and managing support tickets.

All support requests **must** be logged on this site (or from within CustomerGauge)

Website: <https://support.customergauge.com/>



CustomerGauge will always strive to solve the problem as soon as possible within the working hours. Any Issue should always be documented.

4.1 Premium/Global Support Escalations

Premium Support can be currently be provided for global accounts between 03:00 EST - 19:30 EST

Premium and Global Support customers have access to escalation paths of email and telephone numbers to call.

For non-critical issues, our Global Platform Support includes continuous guidance, best practice sharing, and advice in complex programs, global rollout, and project management. It covers weekly customer sync, phone and email consultations, platform setup support with an enterprise SLA, technical support, user training, the configuration of campaigns, progress tracking, and CSM participation in internal communication.