

**Openemail Service Level Agreement
(SLA)
for **Your Company Name**
by
Cybergate Services Private Limited**

Effective Date: 01-03-2019

Document Owner:	Cybergate Services Private Limited
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Version

Version	Date	Description	Author
1.0	01-03-2019	Service Level Agreement	Chinthaka Deshapriya

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Cybergate Services Private Limited	Service Provider		04-12-2017
Infoseek Pvt Ltd	Customer		04-12-2017

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Cybergate Services Private Limited and **Your Company Name** for the provisioning of IT services required to support and sustain the product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

IT Service Provider(s): Cybergate Services Private Limited. ("Provider")

IT Customer(s): **Your Company Name** ("Customer")

4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be

amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Cybergate Services Private Limited

Review Period: Yearly (12 months)

Initial Review Date: **Date of Starting**

Next Review Date: **Date of Ending**

5. Service Agreement

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

5.1. Severity Level of an Issue

The definition of severity levels indicates how an issue in customer's production IT infrastructure will affect for their business continuity. The level of severity is strictly defined by the customer but not by the provider since the customer only can gauge the level of impact of an issue and how would a particular issue will affect on their business. The support priority time has been defined as per the following severity Levels.

Severity	Level	Description
Severity 1	Urgent	A severity one (1) issue is a disastrous production problem which may severely impact the customer's production systems, or in which customer's production systems are down or not functioning, loss of production data and no procedural workaround exists. An example of such an issue would be your mail server is completely down and it is not functioning anymore.
Severity 2	High	A severity two (2) issue is a problem where the customer's system is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of the customer's business operations and productivity. The system is exposed to potential loss or interruption of service. An example of such an issue would be customer's mail server is partially functioning but you are not receiving mails from a particular high impact client or business partner.
Severity 3	Medium	A severity three (3) issue is a medium-to-low impact problem which involves partial non critical functionality loss. One which impairs some operations but allows the client to continue to function. This may be a minor issue

		with limited loss or no loss of functionality or impact to the customer's operation and issues in which there is an easy prevention or avoidance by the end user. This includes documentation errors. An example of such an issue would be customer's mail server is functioning well but you get occasional spam mails which can not be filtered by customers mail security gateway.
Severity 4	Low	A severity four (4) issue is for a general usage question or recommendation for a future product enhancement or modification. There is no impact on the quality, performance or functionality of the product. An example of such an issue would be customer's mail server is functioning well and customer is planning to cluster their current mail server to achieve the highly available in case any failure of their primary mail server in future.

5.2. Support Levels

Provider offers support based on two levels. Choosing one of these support levels is customers choice. It may depend on customer's budget and the impact on your business.

Support levels have been divided to two levels as “**Standard**” and “**Premium**”.

- Standard support is provided from 9:00 AM to 5:00 PM during Monday to Friday. During this time frame customer can raise unlimited number of support requests.
- Premium support will be provided on 24x7 where the customers can raise unlimited support requests.

The severity levels are treated with equal priority in both the support levels.

5.3. Standard vs Premium Support

The following table summarizes how the support levels are covered using the above channels.

Component	Standard	Premium
Hours of coverage	Standard business hours (8 AM to 5 PM Monday to Friday)	Standard business hours (8 AM to 5 PM Monday to Friday) with 24x7 for Severity level 1 issues.
Support Channel	Web Ticket, Phone, Live Chats, Remote Access and On-site	Web Ticket, Phone, Live Chats, Remote Access and On-site
Number of cases	Unlimited	Unlimited

Note: Standard support Severity Level 1 (Urgent) which is out of standard business hours will be supported on incident basis with a charge of **5,000.00** LKR per hour.

5.4. Channels of Support

Provider supports through following channels depending on severity of an issue and the support level we have agreed to provide with your Support Level Agreement.

Web tickets, Phone calls Live chats Remote access channels like VNC, TeamViewer, SSH etc.

- On-site engineer
- On-site visits
- Web tickets,
- Phone calls
- Live chats
- Remote access channels like VNC, TeamViewer, SSH etc.

5.5. Response Time of SLA

The following table shows the relationship of severity levels and response time with standard and premium support levels.

Severity	Standard Support	Premium Support
Severity Urgent	One business hour	One business hour
Severity High	Four business hours	Four business hours
Severity Medium	One business day	One business day
Severity Low	Two business days	Two business days