

Service Level Agreements (SLAs)

We are committed to providing ongoing support for our applications. All calls and problems are allocated with a severity code based upon their impact to the customer or user. Severity codes are used to prioritise problems to gain correct focus, to set target times for recovery, set thresholds for escalation and measure performance against the Service Level Agreement. Achievement of many service level targets is dependent on an up-to-date Business Continuity Plan and the Dependencies identified within, along with relevant third-party hardware/software/service support agreements and SLAs. The initial severity code is requested by the customer and reviewed by Hosted at the time the problem is logged on the ticketing system.

Severity Guidelines

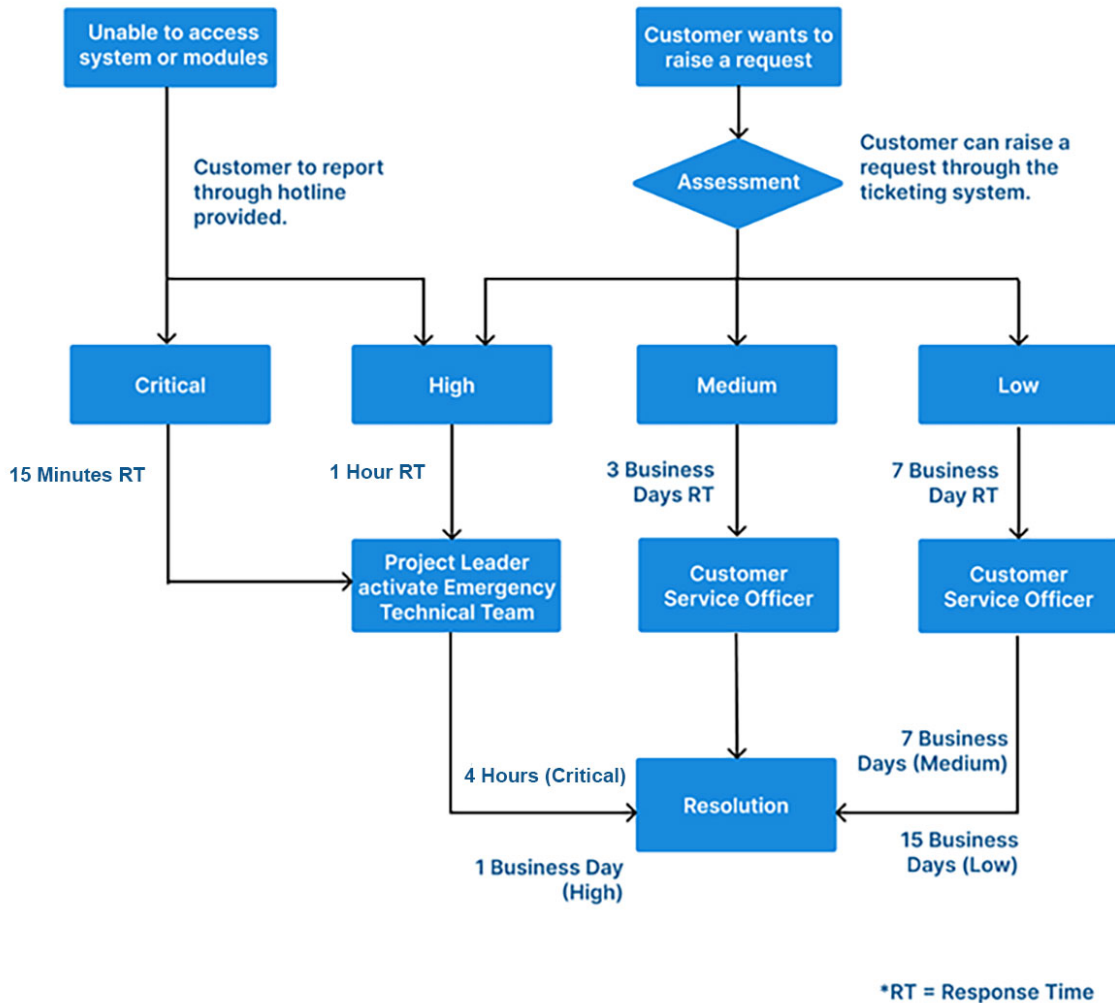
Customer may report any errors they encounter by submitting a ticket through our support tool. Critical or High errors can be escalated by contacting the assigned customer service office or project manager directly. They will allocate the severity of the reported bugs to ensure prompt resolution.

Definition of Severity

Severity	Definition	Initial Response time		Resolution Time
		During Business hours	After Business Hours	
Critical	Site outage, an issue that renders the Hosted Service unavailable.	15 minutes	15 minutes	4 hours
High	An issue that precludes some users from access the Hosted Service or any one Module, or that significantly degrades performance for some users.	1 hour	1 Business Day	1 Business days
Medium	An issue in the host service or anyone module that exists but has no significant impact and acceptable workaround is available.	3 Business days	-	7 Business days
Low	Issues that are considered low severity are those that have a minor impact on the system or end-users.	7 Business days	-	15 Business days

Mode of Support

Service Support



Cyberland offers two modes of support for customers which they can report the issues faced. For critical and high Severity bugs, customers can call the hotline to report it. For other issues, they can submit through our established ticketing system and the customer service office will assign a severity level and respond accordingly.