TurnKey I.T Solutions
Standard Service Level Agreement

Dates and reviews

This agreement begins on the start date of the IT Support/Service Contract and will run alongside any related agreements.

It may be reviewed at any point, by mutual agreement. It may also be reviewed if there are any changes to the client's IT system.

Equipment, software and services covered

This SLA covers only the equipment, software and services we are aware of and agree to provide support for at the start of the contract. Specific items may be listed within the contract that are specifically covered or not covered by this SLA.

Please note:

- The supplier guarantees **response times** for all items listed in the contract.

- The supplier guarantees **uptime** only for specific items listed and agreed.

Exclusions

This SLA is written in a spirit of partnership. We will always do everything possible to rectify every issue in a timely manner.

However, there are a few exclusions. This SLA does not apply to:

- Any equipment, software, services or other parts of the IT system not specifically supported, or listed within the contract.
- Software, equipment or services not purchased via and managed by ourselves.

Additionally, this SLA does not apply when:

- The problem has been caused by using equipment, software or service(s) in a way that is **not recommended.**
- The client has made **unauthorised changes** to the configuration or set up of affected equipment, software or services.
- The client has prevented the supplier from **performing required maintenance and update** tasks.
- The issue has been caused by **unsupported** equipment, software or other services.

- The issue has been caused by **a third party supplier, service or equipment** which is **outside the scope** of the contract or SLA.

- This SLA does not apply in circumstances that could be reasonably said to be beyond our control. For instance: floods, war, acts of god and so on.

This SLA also does not apply if the client is in breach of its contract with the supplier for any reason (e.g. late payment of fees), or the client has terminated part of, or the contract in its entireity.

Having said all that, we aim to be helpful and accommodating at all times, and will do our absolute best to assist our client wherever possible.

Supplier responsibilities

We will provide and maintain the IT system used by the client.

The IT support contract between the supplier and the client includes full details of these responsibilities.

Additionally, the supplier will:

- Ensure relevant software, services and equipment are available to the client in line with the uptime levels listed below.
- Respond to support requests within the timescales listed below.
- Take steps to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

Client responsibilities

The client will use the supplier-provided IT system as intended.

The IT support contract between the supplier and the client includes full details of the IT system and its intended uses.

Additionally, the client will:

- Notify ourselves of issues or problems in a timely manner.
- Provide ourselves with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Maintain good communication with ourselves at all times.

Response times

The response time measures how long it takes the supplier to respond to a support request raised via the supplier's online support system.

The supplier is deemed to have responded when it has replied to the client's initial request. This may be in the form of an email or telephone call, to either provide a solution or request further information.

Guaranteed response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in this table:

		Issue severity (see **Severity levels** section, below)			
		Fatal	Severe	Medium	Minor
Item priority	1	15 minutes	30 minutes	60 minutes	90 minutes
	2	30 minutes	60 minutes	90 minutes	120 minutes
	3	60 minutes	90 minutes	120 minutes	150 minutes

Response times are measured from the moment the client submits a support request via the supplier's online support system.

Response times apply during standard working hours (9am — 5.30pm) only, unless the contract between the client and supplier specifically includes provisions for out of hours support.

Severity levels

The severity levels shown in the tables above are defined as follows:

- **Fatal:** Complete degradation — all users and critical functions affected. Item or service completely unavailable.

- **Severe:** Significant degradation — large number of users or critical functions affected.

- **Medium:** Limited degradation — limited number of users or functions affected. Business processes can continue.

- **Minor:** Small degradation — few users or one user affected. Business processes can continue.

Measurement

Response times are measured using the supplier's support ticketing system, which tracks all issues from initial reporting to resolution.

It is vital the client raises every issue via this system. If an issue is not raised in this way, the guaranteed response time does not apply to that issue.

Resolution Times

The supplier will always endeavour to resolve problems as swiftly as possible. It recognises that the client's computer systems are key to its business and that any downtime can cost money.

However, the supplier is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due to disk error or a hardware fault (also classed as a fatal issue) it may take much longer to get back up and running, due to the need to source specific replacement hardware.

In all cases, the supplier will make its best efforts to resolve problems as quickly as possible. It will also provide frequent progress reports to the client.