

SERVICE DESK			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Incident Management	Incident detection, recording, classification and investigation	24 x 7 Mean time to respond: 1 hr	24 x 7 Mean time to respond: 30 min
	Manage and co-ordinate incidents. Serves as a single point of contact entry and exit for customers. Keeping a customer informed of progress and advising on workarounds.	Business General Desk <b>Feedback:</b> Issue Resolved Troubleshooting: Best effort	Dedicated Support Desk <b>Feedback:</b> Hourly Updates to resolution
	Restore normal service operation as quickly as possible and minimise the adverse effect on business operations	<b>Escalation:</b> Specialized service team	<b>Escalation:</b> Specialized service team
	Specialized Service Team	Troubleshooting: 1 Hour remote support  On Site Engineer Visits: Included – Vox issue Billable – Client issue  *Mean time to Site: Best effort  Included	Troubleshooting: 1 Hour remote support  On Site Engineer Visits: Included – Vox issue Billable – Client issue  *Mean time to Site: P1 – 3 hours P2 – 6 hours P3 – Next business day  Included
Reporting:	<ul style="list-style-type: none"> <li>Request Fulfilment Reports</li> <li>Incident Report</li> <li>Monthly Service Report</li> <li>Product Specific Report –</li> </ul>	<ul style="list-style-type: none"> <li>On Request</li> <li>On Request</li> <li>N/A</li> <li>Self Service</li> </ul>	<ul style="list-style-type: none"> <li>Included</li> <li>On Request</li> <li>N/A</li> <li>Included</li> </ul>
SMS Unisever	<ul style="list-style-type: none"> <li>Departmental summary report</li> <li>Rejected mail to sms report (if applicable)</li> <li>User/Usage reporting</li> <li>My messages</li> <li>Broadcast report</li> <li>Custom reports</li> <li>Itemised Billing</li> </ul>	N/A	<ul style="list-style-type: none"> <li>On request</li> <li>*limitation on custom reports to 1 p/month</li> <li>* 1 week minimum lead time for manual reporting</li> </ul>

# SLA

## Service Level Agreement

<b>Request Fulfilment</b>	1 <sup>st</sup> line management of basic user change requests which are often minor (standard) changes Account queries Service availability Password changes Password reset Change user details Application updates, additions and changes Onsite Deployment– add departments or additional binds Hosted Deployment– add users/departments	8 x 5 Business General Desk	24 x 7 Dedicated Support Desk
		Mean Time to Respond: 1 hr	Mean Time to Respond: 30 min
		<b>Feedback :</b> Issue resolved	<b>Feedback:</b> Hourly updates to resolution
		Best Effort	Specialised Service Team 1 hr remote support
<b>SLA Stock</b>	Hardware Replacement	NA	NA

## Service Level Agreement

MONITORING AND REPORTING															
CATEGORY	DESCRIPTION	STANDARD	ADVANCED												
Event Management	Performance monitoring against pre-defined thresholds of Network, CPU, RAM, Storage utilization, Application etc.	24 x 7 Monitoring 8 x 5 Remediation Notification alerts	24 x 7 Monitoring 24 x 7 Remediation Notification alerts												
	<table border="1"> <thead> <tr> <th>Service</th> <th>Fail</th> </tr> </thead> <tbody> <tr> <td>Hosted: Vox SMS Gateway connection</td> <td>On / Off (server availability)</td> </tr> <tr> <td>Onsite Vox SMS Gateway connection</td> <td>On / Off (server availability)</td> </tr> </tbody> </table>	Service	Fail	Hosted: Vox SMS Gateway connection	On / Off (server availability)	Onsite Vox SMS Gateway connection	On / Off (server availability)								
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Capacity Monitoring	*Applicable to Hosted SMS Application Server only Performance monitoring against configured capacity of Network, CPU, RAM, Storage utilization, Application. Hosted: RAM, CPU disk space	24 x 7 Monitoring 8 x 5 Remediation Notification alerts	24 x 7 Monitoring 24 x 7 Remediation Notification alerts												
	<table border="1"> <thead> <tr> <th>Service</th> <th>Warning</th> <th>Fail</th> </tr> </thead> <tbody> <tr> <td>CPU Usage</td> <td>80%</td> <td>97%</td> </tr> <tr> <td>Memory</td> <td>80%</td> <td>95%</td> </tr> <tr> <td>Disk Usage</td> <td>80%</td> <td>90%</td> </tr> </tbody> </table>	Service	Warning	Fail	CPU Usage	80%	97%	Memory	80%	95%	Disk Usage	80%	90%		
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	CPU Usage	80%	97%												
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Uptime	Guaranteed Service Availability Vox SMS gateway	99.9%	99.9%												
	Vox hosted SMS Application Software uptime	99.5%	99.5%												

## Service Level Agreement

SERVICE OPERATION			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
<b>Problem Management</b>	Resolve the root causes of incidents to minimize the adverse impact of incidents and incidents on business that are caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors.	Notification Alerts Updates to Resolution P1 - 1-2 hrs P2 - 2-3 hrs P3 - 3-4 hrs	Notification Alerts Updates to Resolution P1 - 1-2 hrs P2 - 2-3 hrs P3 - 3-4 hrs
<b>Change management</b>	Change Management aims to ensure that Standardized methods and procedures are used for efficient handling of all changes. A change is an event that results in a new status of one or more Configuration items (CI's)	8 x 5 Notification Alerts  Standard Changes – 48 hrs  Emergency Changes – 3 hrs	8 x 5 Notification Alerts  Standard Changes – 48 hrs  Emergency Changes – 3 hrs

MANAGED SERVICES																				
CATEGORY	DESCRIPTION	DELIVERABLE																		
<b>Event Management</b>	<p>Pro Active Performance monitoring against pre-defined thresholds of Network, CPU, RAM, Storage utilisation, Application etc to anticipate and manage events</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Warning</th> <th>Failure alert</th> </tr> </thead> <tbody> <tr> <td>Network</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>CPU</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>RAM</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>Storage utilization</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>Application</td> <td>N/A</td> <td>ON / OFF</td> </tr> </tbody> </table>	Service	Warning	Failure alert	Network	80%	ON / OFF	CPU	80%	ON / OFF	RAM	80%	ON / OFF	Storage utilization	80%	ON / OFF	Application	N/A	ON / OFF	<p>24 x 7 Email notification alerts</p> <p>24 x 7 Remediation</p> <p>Dedicated resource</p>
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<b>Capacity Management</b>	<p>Capacity Management is responsible for ensuring that IT resources are planned and scheduled to provide a consistent level of service that is matched to the current and future needs of the business. This is when a threshold has been reached, something has changed, or a failure has occurred. This includes items such as available capacity to deal with expected volumes based on historical data and analytics.</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Warning</th> <th>Failure alert</th> </tr> </thead> <tbody> <tr> <td>Network</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>CPU</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>RAM</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>Storage utilization</td> <td>80%</td> <td>ON / OFF</td> </tr> <tr> <td>Application</td> <td>N/A</td> <td>ON / OFF</td> </tr> </tbody> </table>	Service	Warning	Failure alert	Network	80%	ON / OFF	CPU	80%	ON / OFF	RAM	80%	ON / OFF	Storage utilization	80%	ON / OFF	Application	N/A	ON / OFF	<p>Monthly:</p> <ul style="list-style-type: none"> <li>Capacity plan</li> <li>Capacity report</li> </ul> <p>24 x 7 Email notification alerts</p> <p>24 x 7 Remediation</p>
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<b>Advanced Reporting</b>	<p>Consists of a variety of options based on the customers requirements.</p>	<p>Daily / weekly customized automated reports</p> <p>Service analysis</p> <p>Quarterly reports: Infrastructure monitoring Traffic usage Product design recommendations</p>																		

## Service Level Agreement

NOTE: Managed Services are an optional extra and are billable by product

<b>Asset and Configuration Management</b>	Management and traceability of every asset Management and traceability of every configuration	N/A
<b>Release and Deployment Management</b>	Ensures the availability of licensed, tested, and version certified software and hardware Evaluates impact of new software releases on the environment Service validation and testing ensure that deployed Releases and the resulting services meet customer expectations, and to verify that IT operations is able to support the new service  Third-party update testing (where applicable)	Included (quarterly testing): <ul style="list-style-type: none"> <li>• application testing</li> <li>• network testing</li> <li>• benchmark testing</li> </ul> Included: Upgrades of application software (where applicable)  Billable
<b>Audits and Assessments</b>	Align and realign IT services to changing business needs by identifying and implementing improvements to the IT services that support the business processes. Strategy: Planning and Coordination, Standardization and Improvements of the current process. Measuring: Monitoring and improving service transition performance Management and deliberate prioritization of resources required by various projects and change activities resulting in cost efficiencies as well as continual alignment with changing business objectives. <ul style="list-style-type: none"> <li>▪ Future budgets and resource requirements for service teams are anticipated and procured cost effectively avoiding expensive last-minute decisions (where applicable)</li> </ul>	Included: Quarterly reviews  Billable
<b>On site resource</b>	Dedicated on site engineer for day to day management. This consists of <ul style="list-style-type: none"> <li>• Support – IT service support</li> <li>• Maintenance and Automation – Daily tasks</li> <li>• Integration – Specialized tools and services (Third-party)</li> </ul> Support and release of new deployments ensuring appropriate levels of testing.	Billable  Billable

## Service Level Agreement

### 1. DEFINITIONS

- 1.1. "8x5" Service availability is 8h00 to 17h00 during business days, Monday to Friday, excluding public holidays.
- 1.2. "24x7" Service availability is 00h00 to 23h59 including weekends and public holidays.
- 1.3. "Incident" – An event either defined as P1/2/3 and logged with Vox in accordance with ticket logging procedures
- 1.4. "Mean Time to Respond" The average time taken to contact the customer. This includes system generated responses.
- 1.5. "Mean Time to Site" (MTTS): The average time taken for an Engineer to get to the customer's premises. Based on a 50km radius from Vox Main offices (Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein and Kimberley). \*Subject to change based on Product and Client SLAs. This is calculated based on a calendar month.
- 1.6. "P1": Priority 1 – Major SMS platform outage with all users affected. Customer cannot continue with normal operations
- 1.7. "P2": Priority 2 – Major SMS platform failure with many users affected. Business can continue but is impaired.
- 1.8. "P3": Priority 3 – Minor incident or operational incident, causing user issues but not affecting day to day operation this includes requested reporting.
- 1.9. "Request fulfillment" – All requests are categorized as P3
- 1.10. "Dedicated resource" – dedicated engineer allocated to client
- 1.11. "SMS platform" – SMS application software and when not hosted by Vox, excludes any hardware whether physical or virtual.
- 1.12. "Vox SMS Gateway" – SMPP, API or FTP connection to the bulk message sending platform

### 2. SERVICE LEVEL AGREEMENT TERMS AND CONDITIONS

- 2.1. The SMS SLA is only applicable to support of SMS Application Software.
- 2.2. Mean time to site (MTTS) hours is only applicable to customers with an on-site solution and within a 50km radius from Vox main offices (Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein and Kimberley)
- 2.3. Non-billable engagements will become billable where the incident is determined to be on the Customer side.
- 2.4. It is the customers responsibility to notify Vox if technical/security or other contact details change.

### 3. EXCLUSIONS

- 3.1. Uptime guarantees are on Vox services are dependent on client having access to internet services to access the platforms
- 3.2. Unavailability of the hardware (physical/virtual) does not create an assumption that the platform is not available. If Vox can prove that the SMS Platform was available to any other customer, the SMS Platform is deemed available.
- 3.3. Uptime excludes any downtime in internet or network connectivity.
- 3.4. Downtime excludes planned maintenance and the unavailability of virtual or physical hardware for whatever reason.