

GridSmart

SECURE SYSTEM SOLUTIONS

GRIDSMART AUSPEX Service Level Agreement

SERVICE COMPONENTS AND RESPONSIBILITIES

This Service Level Agreement defines the support elements and responsibilities of both GRIDSMART and the CUSTOMER in the operation and support of the GRIDSMART AUSPEX system, hardware and all supporting services provided by to the CUSTOMER.

STANDARD SERVICES

Operational and Tech support provided during normal office hours.

GRIDSMART will provide technical support to the CUSTOMER for all the AUSPEX currently licenced systems, Auspex services, Auspex applications and Auspex devices.

GRIDSMART will provide technical support services:

- Normal Working Hours is defined as office hours as 0900h to 1700h UK time excluding weekends and bank holidays.
- Out of hours is defined as all other times.

Each helpdesk call received is to be recorded and assessed against the following priority table.

SERVICE COMPONENTS BRONZE SLA

Operational and Tech support provided during normal office hours. (We define office hours as 0900h to 1700h UK time excluding weekends and bank holidays). A "best effort" service out of these hours is run by our operations team to respond to any urgent operational requests.

Priority	GridSmart Response	GRIDSMART Target Resolution	Impact
1	2 Hours	4 Hours	Business impact critical.
2	2 Hours	8 Hours	Business impact important. Short term work round available.
3	2 Hours	1 Day	Business impact low. Work around acceptable.
4	2 Hours	2 days	No impact to business. Work round acceptable.
5	2 Hours	7 days	A request. No impact to business.

SERVICE COMPONENTS SILVER SLA

Operational support 24/7 365 via a phone call to the dedicated support number supplied. The call will be returned within 15 minutes of any urgent operational support call being made and an experienced member of the ops team will work with you to resolve any issue you may have. Tech support (including server support) remains as per the bronze level SLA.

Priority	GridSmart Response	GRIDSMART Target Resolution	Impact
1	15 Minutes	4 Hours	Business impact critical.
2	15 Minutes	8 Hours	Business impact important. Short term work round available.
3	1 Hours	1 Day	Business impact low. Work around acceptable.

4	2 Hours	2 days	No impact to business. Work round acceptable.
5	2 Hours	7 days	A request. No impact to business.

SERVICE COMPONENTS GOLD SLA

Operational support as per the Silver SLA with a 15-minute call-back guarantee for urgent operational support. In addition, Tech support will be provided within 60 minutes following diagnosis of a server issue by the Operational Support team. The response time for resolution will depend on the nature of the issue and the physical location of the server. If the server is hosted by the client, then access permissions to the server must be granted before any resolution plan is implemented.

Priority	GridSmart Response	GRIDSMART Target Resolution	Impact
1	15 Minutes	1 Hours	Business impact critical.
2	15 Minutes	2 Hours	Business impact important. Short term work round available.
3	1 Hours	1 Day	Business impact low. Work around acceptable.
4	2 Hours	2 days	No impact to business. Work round acceptable.
5	2 Hours	7 days	A request. No impact to business.

DEFINITIONS

The Response is the maximum time available for GRIDSMART to confirm to the CUSTOMER the incident has been acknowledged and recorded.

GRIDSMART Resolution means the target time for the GRIDSMART to provide expected timescales in which a resolution can be provided during the Service Window.

Where a problem cannot be immediately resolved, that has been identified as a GRIDSMART issue, GRIDSMART will accept support requests by telephone call and/or email, assign a CUSTOMER agreed appropriate priority, and deal with the incident using the appropriate support area for resolution. A unique call reference number will be allocated to the call and an update provided to the CUSTOMER to the next steps which will be carried out to bring about a resolution, or activities required to be carried out to investigate and resolve the issue.

The CUSTOMER will be advised as soon as a solution is found or kept informed of progress where appropriate.

Incident and requests will be worked on for resolution during the agreed service window (Monday to Friday 09:00-17:00 Excluding Public and Bank Holidays).

RESPONSIBILITIES

The responsibilities for the CUSTOMER are defined as:

- The management (Create, Record, Update and Delete) and control of all user security, accounts, permissions, devices, operations will be solely by the CUSTOMER.
- CUSTOMER local operating procedures will be the responsibility of CUSTOMER to publish, manage and enforce.
- CUSTOMER hosting their own servers will be responsible for managing all onsite hardware break / fix support calls directly with the hardware vendor unless otherwise agreed.

- CUSTOMER hosting their own servers are responsible for all aspects of Disaster Recovery and planning.
- Where a call is required to be escalated to GRIDSMART for support by the CUSTOMER, this will be via a Phone and or Email.
- The CUSTOMER is responsible for all local security aspects.
- Any security breaches will be managed solely by CUSTOMER.
- Support and warranty of all CUSTOMER locally provisioned services, site infrastructure, hardware, communications equipment, software, and equipment's outside of the supply of GRIDSMART unless otherwise agreed.
- The CUSTOMER is responsible for all aspects of their local site and infrastructure management.
- The CUSTOMER is responsible for all daily back-ups.
- The CUSTOMER is responsible for the management of Firewall configuration and security aspects.
- Where GRIDSMART are required to provide on-site support, a local site management agreement will define any specific support requirements, based on the agreed Service Level.

The responsibilities for GRIDSMART are defined as:

- GRIDSMART will contact a CUSTOMER end-user directly only at the express request of CUSTOMER.
- GRIDSMART will provide support to the AUSPEX system hosted on the CUSTOMER site as per the local site management agreement.
- GRIDSMART will work with the customer on request to support any Disaster Recovery activities.
- GRIDSMART will provide support for planned security patches, bug fixes, software upgrades and capability enhancements.
- GRIDSMART will provide configuration management for all AUSPEX services.
- GRIDSMART will provide change management in agreement with the CUSTOMER.
- GRIDSMART will work with the CUSTOMER for the scheduling of any down-time for planned maintenance.

The responsibilities for THIRD PARTY suppliers are defined as:

- The CUSTOMER is responsible for all third-party hardware device support, configuration, and operations.

ASSUMPTIONS

- GRIDSMART have no control of third-party services directly provided to the CUSTOMER in their Data Centre(s).
- Where a GRIDSMART provided service fails due to a service provided outside of the GRIDSMART scope of supplied services the provision and support of that service remains the responsibility of CUSTOMER.
- During a planned maintenance period, AUSPEX may be unavailable.
- Agreed system downtime due to planned maintenance or emergent work will be excluded from the calculation of system availability.
- All CUSTOMER data and is the sole responsibility of CUSTOMER.
- In the case of a disaster that renders the system and or services unrecoverable through normal maintenance, CUSTOMER will invoke its local IT Disaster Recovery Plan. GRIDSMART will provide support to help recover the AUSPEX elements on request from CUSTOMER.

commercial in confidence

- Any changes to this Agreement shall be by mutual consent between the Parties and confirmed in writing by a formal amendment to this Agreement.
- This Agreement shall commence and become effective on the start date of the support contract.