



3radical Service Level Agreement July 2014 Edition

This document sets out the Service Level Agreement (“SLA”) between 3radical and the Licensee of 3radical software (“Customer”) provided on a hosted basis by 3radical whilst they have a current and valid support contract. Customers must use the latest release version of 3radical software at all times in order for support to be provided.

Support will be provided to Customer's users in accordance with this description.

Users can submit cases by telephone or email. 3radical will use commercially reasonable efforts to promptly respond to each case, and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution.

A resolution may consist of a fix, workaround or other solution in 3radical's reasonable determination.

Designated Contacts. “Designated Contacts” are users Customer identifies as primary liaisons between Customer and 3radical for technical support. Customer shall identify between one (1) and four (4) Designated Contacts. Customer may be charged an additional fee for Designated Contacts in excess of four (4) at any given time. Customer shall notify 3radical whenever Designated Contact responsibilities are transferred to another individual.

Customers’ Designated Contacts shall be responsible for:

1. overseeing Customer’s support case activity,
2. developing and deploying troubleshooting processes within Customer’s organization, and
3. resolving password reset, username and lockout issues for Customer.

Customer shall ensure that Designated Contacts:

- A. Have completed any training appropriate for the Designated Contact’s specific role or Customer’s usage of the 3radical software,
- B. are knowledgeable about the applicable 3radical software in order to help resolve, and to assist 3radical in analyzing and resolving, technical issues, and
- C. have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem in order to assist 3radical in diagnosing and triaging it.

Telephone Support. Telephone support in English is available between 9AM

and 5PM Singapore time for Customers in Asia excluding weekends and holidays in Singapore, 9AM and 5PM Australian Eastern Daylight Time for Customers in Australian and New Zealand excluding weekends and holidays in Australia, and 9AM and 5PM GMT for Customers in any other territory, excluding weekends and holidays in England. For Premier Support level Customers only, telephone support is available twenty-four hours a day, seven days a week for Severity Level 1 and 2 issues (as those Severity Levels are described below).

Submitting a Case. Users may submit a case in any of the following ways:

1. By email to support@3radical.com
2. By telephone call to Customer Support as described above. *For Severity Level 1 issues, Customer must call Customer Support.*

Users will be asked to provide their company name and contact information, and each case will be assigned a unique case number.

Severity Levels. Issues will be categorized and handled according to an assigned severity level. The case severity level is selected by the User at time of case submission, and will be updated by 3radical as follows:

Severity Level	Description
Level 1 – Critical	Critical production issue affecting all Users, including system unavailability with no workaround available.
Level 2 – High	Major functionality is impacted or performance is significantly degraded. Issue is persistent and affects many Users and/or major functionality. No reasonable workaround is available.
Level 3 – Medium	System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.
Level 4 - Low	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

Target Initial Response Time. 3radical will use commercially reasonable efforts to respond to each case within the applicable response time described in the table below, depending on the severity level set on the case.

Target Initial Response Time by Severity Level	
Severity Level	Target Initial Response Time
1	1 hour*
2	2 hours*
3	4 business hours#
4	8 business hours#

* For Premier Support level Customers only, Severity Level 1 and 2 target initial response times are 24x7, including weekends and holidays. Severity Level 1 and

2 cases must be submitted via telephone as described above. Severity Level 1 and 2 target initial response times do not apply to cases submitted via email where the target initial response times are local business hours only and exclude weekends and holidays. Where the Customer has not purchased Premier Support, target initial response times are local business hours only and exclude weekends and holidays.

Severity Level 3 and 4 target initial response times include local business hours only and exclude weekends and holidays.

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis.

Cooperation. 3radical must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with 3radical to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access to their desktop system for troubleshooting purposes.

Escalation Matrix. The table below outlines the escalation contacts available to Customer, as necessary. Customer may request escalation should reproducible errors of Severity Level 1, 2 or 3 not be promptly resolved. All Severity Level 1 and 2 issues not resolved within 1 day for Premier Support Customers, and 1 business day for all other Customers, will automatically be escalated.

Level	Title
1 st Level	Senior Developer
2 nd Level	CTO
3 rd Level	EVP for region

Excluded Items. This 3radical Service Level Agreement does not include:

- Assistance with non-3radical products, services or technologies, including implementation, administration or use of third-party enabling technologies such as databases, computer networks or communications systems;
- Assistance with installation or configuration of hardware, including computers, hard drives, networks or printers.

Changes to 3radical Service Level Agreement. 3radical may modify this Service Level Agreement from time to time, provided the level of service will not materially decrease during a subscription term.

*3radical SLA
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