

Service Level Agreement

EFFECTIVE: 1st May, 2018

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Objective

THIS SERVICE LEVEL AGREEMENT ("Agreement" or "SLA") shall apply to all Hosted Software Services provided by Boardingware as expressed within our Terms of Use for each paying client ("Customer") or end user ("User"). Boardingware is committed to providing a highly reliable service to its customers and users. Providing our customers and users with the highest quality experience is a top priority at Boardingware and is the basis for its commitment in the formation of this SLA. This SLA provides certain standards to expect from Boardingware, rights and remedies that our customers can exercise if they experience a service interruption as a result of Boardingware breaching this SLA.

Definitions

Available or Availability: When the customer and users within the customer's account who are active and enabled have reasonable access to the Service provided by Boardingware, subject to the exclusions are defined in the Downtime below.

Bug Report: When a customer or user of the service reports an issue that is preventing them from using the service through our support channels (Email support@boardingware.com or our in app messenger)

Customer: The customer is the organisation that pays for the use of the Boardingware service. This is only the school itself and does not include any individual users that are required to use the Service such as parents, students, staff, administrators or guardians.

Downtime: The time that the customer or user within a customer's account cannot access the Service. Downtime excludes the the time that the user is unable to access the Service due to any of the following:

- Maintenance Time
- Customer or User's own Internet service provider
- Force Majeure event
- Any systematic Internet failures
- Any failure in the user's own hardware, software or network connection
- User's bandwidth restrictions
- User's acts or omissions
- Anything outside of the direct control of Boardingware

Maintenance Time: The time period during which the Hosted Service may not be Available each month so that Boardingware can perform routine maintenance to maximize the performance, is on an as needed basis.

Region: Boardingware hosts it's service in three global regions. Europe (Ireland), US (Virginia), Australasia (Sydney). A region refers to the independent servers and databases hosted in anyone of these regions.

Remedy: In the event that Boardingware fails to meet the standards of this Service Level Agreement the customer may request a Service Level Credit in accordance with our Service Level Breaches and Penalties policy.

Response Time: The time it takes Boardingware to respond to a conversation or ticket made from from a customer or user reporting an issue with the Service. Due to the wide diversity of problems that can occur, and the methods required to resolve them, response time is IS NOT defined as the time between a bug report and the resolution of the issue. After receiving a report fault, Boardingware shall use a reasonable method to provide the customer and user with a progress update and also offer any immediate solutions if available.

Updates: Any changes made to the service that includes:

- The addition and removal of features
- Changes to how the software is used
- Performance improvements

User Responsibility

Minimum Requirements:

- Internet connection with adequate bandwidth
- Uptodate Internet browsers
- Uptodate OS for mobile devices

Service Levels

Service Availability:

- Boardingware will use commercially reasonable efforts to make the Boardingware service available with an monthly uptime percentage of 99%. A monthly uptime percentage of 99% means we guarantee that you will not experience more that 7.2 hours of downtime per month.



Restoration of services:

- Boardingware has defined recovery time objectives (RTO) and maximum acceptable outage (MAO) for restoring key services.

Service	RTO	MAO
Providing customer support and communication	1 hour	5 days
Access to API	4 hours	5 days
Access to Web Applications	4 hours	5 days
Access to iOS Applications	4 hours	5 days

Customer Support:

- Boardingware strives to maintain a total average response time of 20 minutes in which we will respond to general enquiries and bug reports.

Event	Target Response Time
Unplanned interruption rendering the service unavailable	1 hour
Service unavailable for a single user or small percentage of users affected	1 hour
Minor issues and general questions	4 hours

Customer Service Availability:

- Our average response time is calculated across our entire global user base and may vary depending on your timezone.
- Customers are given access to both email (support@boardingware.com) and live chat support through our in-app messenger.
- Our support center will be available to respond to general questions and bug reports 24/7. Responses are generally slower during the weekends and public holidays.

Escalation:

- Boardingware has defined internal procedures to escalate issues which may threaten to compromise the integrity, availability, confidentiality of customer information.

Update Notification:

- Boardingware will broadcast updates to our users via email and in app messages that relate to the addition of new features or changes to the service. This update announcement will be made either within 12 hours prior or 12 after the update is released.

Maintenance Notification:

- Boardingware will give sufficient notice for any upcoming maintenance and downtime. Boardingware has servers in three regions (EU, US, AU) and can schedule maintenance separately at a convenient time for each region.



Criteria	Notice in advance
More than 3 hours downtime	30 days notice
Between 1 and 3 hours downtime	14 days notice
Less than an hour downtime	7 days notice

Proactive Service Outage Notification:

- Boardingware will inform the customer of any known issues or outages that may hinder the access or usage of the system within 1 day.

Service Level Breaches and Penalties

If Boardingware fails to adhere to the standards set out within this agreement the customer may have the right to request remedy in accordance to the following policy. Boardingware’s failure to meeting the Service Level standards will result in a Service Level Credit calculated per incident at 50% of the monthly fee, up to a maximum Service Level Credit of \$3000 USD per month.

To be eligible for remedy customer must meet the following criteria:

- Customer account must be in good standing with all invoices paid and up to date
- There must be a support ticket or conversation documenting the breach of the Service Levels set out in the this agreement
- Customer must notify Boardingware of the request for remedy within 14 days of making Boardingware aware of an issue that is in breach of the Service Level Agreement

