

Bizo Support Response Time Targets

The following are the Bizo Service Level targets for Normal Business Hours and After Hours support. These are provided in conjunction with the terms outlined in the current Bizo End User Agreement as published on the Bizo website. At all times Bizo will make its best endeavours to meet these targets.

Silver SLA				
PRIORITY	P1	P2	P3	P4
PRIORITY DEFINITION	A critical fault, resulting in the majority of users unable to use the Service.	Fault resulting in multiple users unable to use the service	Customer reports repeated quality problems, intermittent faults or degraded service. No major service impacts.	Customer reports non-service or business impacting issue.
RESPONSE TIME	20 Minutes	45 Minutes	6 Business Hours	8 Business Hours
REMOTE TARGET RESOLUTION TIME	4 Hours	8 Hours	3 Business Days	10 Business Days
ON-SITE TARGET RESOLUTION TIME	Next Business Day	2 Business Days	3 Business Days	10 Business Days
HARDWARE REPLACEMENT	Next Business Day	2 Business Days	3 Business Days	10 Business Days
UPDATES SLA	Every Hour	Every 2 Hours	1 Business Days	On Completion
Clock	Business Hours	Business Hours	Business Hours	Business Hours

Gold SLA				
PRIORITY	P1	P2	P3	P4
PRIORITY DEFINITION	A critical fault, resulting in the majority of users unable to use the Service.	Fault resulting in multiple users unable to use the service	Customer reports repeated quality problems, intermittent faults or degraded service. No major service impacts.	Customer reports non-service or business impacting issue.
RESPONSE TIME	10 Minutes	30 Minutes	4 Business Hours	6 Business Hours
REMOTE TARGET RESOLUTION TIME	4 Hours	8 Hours	3 Business Days	10 Business Days
ON-SITE TARGET RESOLUTION TIME	12 Hours	Next Business Day	3 Business Days	10 Business Days
HARDWARE REPLACEMENT	Next Business Day	2 Business Days	3 Business Days	10 Business Days
UPDATES SLA	Every Hour	Every 2 Hours	1 Business Days	On Completion
Clock	24x7	Business Hours	Business Hours	Business Hours

Platinum SLA				
PRIORITY	P1	P2	P3	P4
PRIORITY DEFINITION	A critical fault, resulting in the majority of users unable to use the Service.	Fault resulting in multiple users unable to use the service	Customer reports repeated quality problems, intermittent faults or degraded service. No major service impacts.	Customer reports non-service or business impacting issue.
RESPONSE TIME	10 Minutes	30 Minutes	4 Business Hours	6 Business Hours
REMOTE TARGET RESOLUTION TIME	4 Hours	8 Hours	3 Business Days	10 Business Days
ON-SITE TARGET RESOLUTION TIME	8 Hours	Next Business Day	3 Business Days	10 Business Days
HARDWARE REPLACEMENT	8 Hours	Next Business Day	3 Business Days	10 Business Days
UPDATES SLA	Every Hour	Every 2 Hours	1 Business Days	On Completion
Clock	24x7	24x7	Business Hours	Business Hours

Notes to the above tables:

1. "**Response Time**" means Bizo's response to a Customer incident measured from the Incident Notification Commencement time;
2. "**Remote Resolution**" means the resolution of an incident that can be effected remotely by the Bizo without the requirement for a site visit;
3. "**On-Site Resolution**" means the resolution of an incident that cannot be effected remotely and requires a site visit;
4. "**Resolution**" means the target resolution time of the incident, measured from the Incident Notification Commencement time, whether fully or partially by way of a patch or work around, such that the negative effects of the incident cease from the Customer's perspective. If resolution is by way of a patch or workaround, then Bizo shall complete the final resolution within 5 (five) Business Days after resolution has occurred, and confirm the same in writing to the relevant Customer(s).