

Credentials Business: Service Level Schedule

Status of this Schedule

This Service Level Schedule is incorporated into the Agreement and any terms defined in the Agreement have the same meaning.

Credentials may revise this Schedule by posting a new version in the Platform or on credentials.com and providing written notice to Customer. During the then current Term, Customer may reject any such revision that materially reduces the Customer's rights, provided Customer provides written notice of such rejection, disclosing the material reduction in detail, within 30 days of Credentials' notice of the revision.

Uptime

Credentials shall use its reasonable endeavours to ensure that the uptime is at least 99.5% during Business Hours per calendar month as calculated by Credentials.

Uptime is considered to be the percentage of time during a calendar month when the key system features of the Platform perform materially as described.

In calculating the uptime, downtime caused by the following shall not be counted:

- Any scheduled maintenance as described below;
- Any breach by the Customer of the Agreement or any improper use of the Platform by the Customer or its Authorised Persons;
- Incompatible or corrupted data or information input into the Platform by the Customer or Authorised Persons;
- Any Force Majeure;
- Any bugs or defects in any third party software that interacts with the Customer Data once it leaves the Platform or data centre;
- Any denial of service attacks, network flooding and hacking and any fault or unavailability of the domain name;
- Interconnection of the Platform with other software products not supplied by Credentials;
- Any DNS issues not within the control of Credentials;
- A fault or failure of the internet or any public telecommunications network or infrastructure;
- A fault or failure of the Customer's computer network or equipment.

Remedies for not achieving Uptime

Should Credentials not achieve the stated uptime, the Customer shall be entitled to service credits at the following rates:

- Between 95 and 99.5% uptime: 5 day extension of the Term with no cost to the Client (up to a maximum of 15 days in any one 12 month period)
- Below 95% uptime: 10 day extension of the Term with no cost to the Customer (up to a maximum of 30 days in any one 12 month period).

The service credits are the sole remedy of the Customer in respect of the failure of Credentials to meet the uptime.

Downtime begins when the Customer submits a Support Request.



Service Level Schedule (2)

Monitoring

Credentials will put in place processes and procedures to monitor the Platform to ensure that it is performing in an appropriate manner, primarily that it is available to an Authorised Person, the Platform provides the appropriate key functionality and that back ups are taken in a format that is capable of re-deployment if required.

Maintenance

Credentials will give the Customer reasonable prior written notice of scheduled maintenance work that is likely to affect the availability of the Platform.

All scheduled maintenance work will be undertaken outside of Business Hours.

Prior notice may not be able to be given in relation to emergency maintenance work, and such work may be required to be undertaken during Business Hours.

Upgrades and Updates

For the purposes of this Schedule:

Update means a patch or minor version update to the Platform;

Upgrade means a major version update or rebuild of the Platform.

Credentials may apply such Updates as considered by Credentials as appropriate or necessary. Credentials will give the Customer reasonable prior written notice of any major Updates to the Platform.

Credentials shall give the Customer prior written notice of the application of an Upgrade where such Upgrade materially affects the core functionality of the Platform.

Support and Helpdesk

Credentials shall make its support services available during Business Hours in order to assist with support and maintenance enquiries.

Response Period begins upon receipt (during Business Hours) of an email, telephone or in person acknowledgement of a Support Request

Resolution Period is a solution that returns the System to material compliance.

Process

Customer to email or call hello@credentials.com; 01481 524 524

Credentials to acknowledge by email and indicate whether it considers it is: critical - urgent - minor.

If possible, we will communicate an initial diagnosis and anticipated timetable for action.

Resolution shall constitute a correction of a fault or a workaround (which may include the reversal of any development work recently deployed).

No support is obliged in respect of fault caused by the Customer or the factors excluded from the calculation of Uptime as above.

Support Services will be delivered remotely.

Should the parties agree onsite support, reasonable travel costs will be payable by the Customer.



Service Level Schedule (3)

Monitoring, Maintenance and Support Services

Priority	Description	Support Hours	Response Period	Resolution Period
Critical	The Platform is inoperable or a key function of the Platform is unavailable	Business Hours	1 hour	4 hours
Urgent	A key function of the Platform is significantly impaired	Business Hours	4 hours	12 hours
Minor	Any impairment of the Platform not described above, or a cosmetic fault	Business Hours	2 days	2 months

*support and repair work may occur outside of Business Hours