



**Attachment B**  
**Service Level Agreement**

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This document should be read in conjunction with the Terms and Conditions published on the Impact Data website [www.impactdata.com.au](http://www.impactdata.com.au)

## Service Level Agreement

This document outlines the Service Level Agreement between Impact Data and the Client. For the purpose of this document Client refers to your business.

### 1. Impact Data Commitments

#### 1.1. Application Availability

The applications outlined in the proposal will be available for use 24 hours a day, 365 days of the year for 99.9% of the time, excluding scheduled maintenance and/or the failure of third party systems as outlined below.

The client will be given a minimum of 24 hours notice of any scheduled maintenance, and where possible scheduled maintenance will occur outside of business hours (AEST).

Regular backups and the provision of system improvements as required (such as additional hardware, bandwidth and Standard application upgrades and patches) are included as part of the service.

All application upgrades will occur as part of a scheduled maintenance event.

Because the applications are delivered via the internet and/or local and international telephony systems the performance and availability of the application to individual clients is subject to the performance of these systems. While Impact Data will do everything reasonably possible to ensure the performance and availability of the applications, it takes no responsibility for the performance of third parties that may impact on the client's experience and access to the applications, including but not limited to:

Internet ISP's, such as BT, Virgin, O2, TalkTalk, AOL, Sky and others

Telephony Providers, such as BT, Virgin, O2, TalkTalk, AOL, Sky, 3 and others

SMS and Payment Gateway providers, such as mblox, mobile365, Securepay, Paypal, Easypay, and others.

## 1.2 Support Availability

Impact Data will provide a Helpdesk to respond to Client queries between the hours of 8.30 a.m. and 5.30 p.m. on English business days.

The Helpdesk will be equipped to answer the vast majority of all calls during the initial call.

When the Helpdesk is required to seek further assistance to respond to the Client query a response outlining the action that is to be taken will be provided to the Client within 20 minutes of making the determination that such further assistance is required.

On average 90% of all client issues will be addressed within 2 hours.

## 2. Client Commitments

### 2.1. Cooperation

The client agrees to provide Impact Data with all of the information, files and material in a relevant and timely manner. Any delays caused by the client may result in the resultant work being rescheduled. The Client agrees to abide by the rescheduled dates.

### 2.2. Payment

The Client agrees to pay all invoices on or before the due date.

Impact Data's standard payment terms are 7 days.