



Service Level Agreement

IT Service Support

Service Level Agreement for the provisioning of IT services required to support and sustain the onsite IT Infrastructure. Effective support of in-scope services is a result of maintaining consistent service levels.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Service Description

The provision of services consists of support for the hardware, software, and supporting infrastructure for end-user devices.

Goals and Purpose

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Access Software
- Planned or Emergency Onsite assistance
- Monthly system health check
- Active Monitoring of all registered Devices
- ESET Managed Antivirus for all Registered PCs
- Onsite and Offsite Server Backups

Excluded from Service

- If service is needed that falls outside what is covered with the flat, monthly Proactive Maintenance Plan fee, the charge is \$110/hr, billed in 15-minute increments. The following is excluded from this Plan:
 - Costs of purchasing any Hardware or Software
 - Any Development works, including Websites, Mobile Apps, other software development
 - Cost of additional Telecommunications Services not listed in this MSA (e.g. 4G Redundancy Solutions, Data Services, Hosted PBX services, Fax to Email, Caller-ID Program – all of which can be quoted and supplied by Consultant as required).



Service Support Hours

Customers can expect support for the service to be available during all regular business hours. All times listed are for Australian Eastern Standard Time.

Regular remote support: Monday - Friday, 9:00 A.M. to 5:30 P.M.

Calls received out of office hours will be forwarded to a mobile phone where possible and best efforts will be made to answer / action the call, however there will be a backup external answer phone service during the afterhours period.

Email support: Monitored 9:00 A.M. to 5:30 P.M. Monday – Friday

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

Additionally, the first Sunday of every month are reserved for system maintenance, and prior notification (one week or more) will occur if the service will be out during those times.

If these detailed service times are found to be unacceptable, the Customer may request an SLA review for re-evaluation.

The above-mentioned hours exclude Public Holidays. Support during public holidays is the same as during the after-hours period.

Customer Support

The point of contact for users will be through the Service Desk.

Phone: 1300 245 575

E-mail: vipsupport@screwlooseit.com.au

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-2 hours (during business hours) for issues called as URGENT priority
- 0-4 hours (during business hours) for issues classified as High priority.
- Within 48 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.
- Remote assistance will be provided in the first instance.

Please note that Screwloose will make its best endeavours to adhere to the above timeframes, in some instances if we are unable to respond within the above timeframes, we will notify you as soon as is practically possible and let you know regarding response and resolution timeframes for that specific issue.

URGENT Incident / Event Definition:

- System or service being interrupted affecting multiple users and/or business processes.
- There is no other alternative available.
- Examples
 - Phone system is down, or
 - Internet is not working for whole site, or
 - the server has crashed, and no one can log in to their PCs, or
 - the mail server is down, and emails are not working across the board.



High Priority Incident / Event Definition:

- System or service for key devices / Personnel is affected and Performance of systems or services has been degraded.
- Business processes are affected, staff can complete their work but less effectively.
- Examples
 - One of the key users fails to open outlook and can't see their emails on their workstation. The user can still access their emails via webmail as a work around, however the outlook profile wont load.
 - It only affects one specific or a small group of users.
 - Most of the company is not affected.

Medium Priority Incident / Event Definition:

- The issue is an inconvenience or annoying but there are clear workarounds or alternates.
- This also includes scheduled onsite/remote works like updating phone system messages.
- Examples
 - Google chrome won't open, but all sites can be reached used Mozilla Firefox.

Low Priority Incident / Event Definition

- Affected system or service is not critical although it works at risk of error in the future.
- This could include IE Issues that are annoying and can be looked at when the system is free or on next onsite visit.
- Examples:
 - A user wants to back up the photos from their mobile to their PC, but the PC doesn't pick up the phone when it's plugged in to the PC. Backing up the photos is not an important task and has no deadline when it needs to be done by, it's just something the user would like to do to free up more space on their Mobile.

Support may be provided either remotely or on-site.

How to Submit a Support ticket

Tickets can be submitted via the telephone or via email to vipsupport@screwlooseit.com.au

If submitting via email:

- In the Subject please put the Name of the PC affected (e.g SalesPC1)
- In the body of the email, please describe the issue and provide your best phone number for a call back. A screenshot can be attached where relevant

You will then receive an email back with your ticket number for this issue. If you need to speak to us about the ticket at a later stage, please reference back to the ticket number.

Escalation Procedure

If the customer feels work is not been carried out to their business requirements or as detailed in this document, the designated escalation procedure will be (in this order):

1. Contact assigned technician and explain the issue (03) 9095 7290
2. Contact the Consultant's Technical Director Andrew Paternoster 0422 082 834
3. Contact the Consultant's General Manager Alex Niazov 0413 084 621

Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.



- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

Performance

In order to provide optimal first level support service to all departments, all problem and repair calls must be received by the Help Desk.

Reporting

Can be provided to the client upon request

Alterations

This agreement may be amended at any time with mutual consent of both parties.

Service Reviews

Reviews of the service will be conducted by Service Level Management in conjunction with the Customer at least annually, as well as after a major outage or change.

Costs Payable to Service Provider by Customer

Monthly Maintenance and monitoring fee for each monitored PC: \$60 + GST

Monthly maintenance and monitoring fee for each monitored Server: \$160 + GST

Monthly Charge for Website Hosting: \$15 + GST per website per month

Monthly Charge for a Cloud Backup solution: \$40 + GST

Tier Discounts for PCs/Servers

1 – 19 Devices = 0%

20 – 29 devices = 2.5%

30 – 39 devices = 5%

40 – 49 devices = 7.5%

50+ devices = 10%

100 + devices = 12.5%

200+ devices = 15%

*Pricing is subject to change with 30 days written notice

Agreement Term

Services are offered with a minimum 6-month Agreement Term commencing on the date of signing. Upon completion of this 6-month Agreement Term, the services continue on a Month by Month Basis

Cancellation of Agreement

This agreement can be cancelled at any time post the initial 6-month timeframe, upon 30 days written notice

Commencement Date



SERVICE LEVEL AGREEMENT

Provider: Australian Client Services Pty Ltd trading as Screwloose IT

Provider Signature:

A handwritten signature in black ink, appearing to be 'SL', written over a thin horizontal line.

Date:

Customer: _____

Customer Signature: _____

Date: _____



Estimate of All Monthly costs

Managed IT Services			
Service	Qty	Price per unit (ex GST)	Total (ex GST)
IT – Per Managed PC		\$60.00	\$
IT – Per Managed Server		\$160.00	\$0
IT – Cloud Backup (optional)		\$40.00	\$
Webhosting including 10 pop email accounts		\$15.00	\$
Volume Discount – nil			-\$
Total for Managed Services			\$

Customer: _____

Customer Signature: _____

Date: _____