



SERVICE LEVEL AGREEMENT

WHEREAS AJS is the owner of certain intellectual property including software, hereinafter referred to as the "AJS software";
AND WHEREAS the Client desires to use the AJS software for its own benefit;
AND WHEREAS the Parties have signed a Quotation and Software Licence Agreement
AND WHEREAS the Parties wish to record the terms and conditions of a Service Level Agreement
NOW THEREFORE the parties agree as follows:

1. Agreement Overview

This is an addendum to the Quotation and Software Licence Agreement signed between the parties for the provisioning of IT Implementation, Database Administration and Support services. This Agreement outlines the parameters of all IT services covered as they are mutually understood by the parties.

2. Goals and Objectives

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 Client by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider and Client.

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 client.
- Match perceptions of expected service provision with actual service support and delivery.

3. Parties

The IT Service Provider is AJS or its nominee(s).

The Client is any person who signs the Quotation and Software Licence Agreement, whether that person signs in their personal capacity or on behalf of legal entity, trust or another person, in which case such legal entity, trust or other person also becomes a client.

4. Duration

This Agreement is valid from the effective date and for the entire duration of the Quotation and Software Licence Agreement.

5. Service Agreement

5.1. The following service parameters are defined in this agreement:

- 5.1.1. Maintenance of Operating System and Components
- 5.1.2. Administration of Active Directory, LDAP access
- 5.1.3. User Access Level Management (Roles and Permissions)
- 5.1.4. Daily Backups of the Database
- 5.1.5. Backups of the IIS deployed software and System Files
- 5.1.6. Anti-virus scans
- 5.1.7. Monthly operating system and security patches across all instances
- 5.1.8. User Access provisioning, through LDAP integration
- 5.1.9. Hardware and Virtual Machine, Operating System, IIS, Anti-Virus and Backups troubleshooting and fault resolution
- 5.1.10. Keeping logs of all system maintenance activities
- 5.1.11. Monitoring
- 5.1.12. Decommissioning and removal of Platform components
- 5.1.13. Migrations and Updates
- 5.1.14. Troubleshooting
- 5.1.15. Performance Tuning
- 5.1.16. Maintenance of Database and Application
- 5.1.17. Administration of Database
- 5.1.18. Restore and recovery
- 5.1.19. Application and Database troubleshooting and fault resolution
- 5.1.20. Monthly Backups of the Database
- 5.1.21. Payment for all support costs at the agreed interval
- 5.1.22. Reasonable availability of client representative(s) when resolving a service-related incident or request
- 5.1.23. Providing a stable network environment and adequate internet bandwidth

6. For Server Hosted with AJS (Express and Shared Hosting)

6.1. The Service Provider will be responsible for items 5.1.1 to 5.1.19

6.2. The Client will be responsible for items 5.1.20 to 5.1.23

7. For Server hosted on Client Premises or Dedicated Hosting

7.1. The Client will be responsible for items 5.1.1 to 5.1.12 and 5.1.20 to 5.1.23

7.2. The Service Provider and the Client will be jointly responsible for items 5.1.13 to 5.1.19

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8. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The Service Provider shall meet response times associated with service-related incidents and notify the Client for all scheduled maintenance.

The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

8.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows unless contracted to the contrary:

- 8.1.1. Telephone support: 8:00 A.M. to 5:00 P.M. Monday – Friday
- 8.1.2. Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- 8.1.3. Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday
- 8.1.4. Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- 8.1.5. Attempting to contact Help Desk or a Consultant via social media (Facebook, WhatsApp, Twitter, Instagram etc.) is unreliable as we cannot track this and hence is unsupported at this stage.

8.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Client to support@ajs.co.za within the following time frames:

Severity Level	Description	Response time	Resolution	Reporting Frequency	Description
Severity 1 Incidents	The entire department's ability to perform mission critical business functions is in jeopardy or unavailable. No Workaround	Within 30 minutes from time reported	4 hours	Every 2 hours	100% Tracked/measured in Service Centre. Reported monthly in availability reports.
Severity 2 Incidents	A department or individual's ability to perform a mission critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time.	Within one hour from time reported	1 Business Day	Every 8 hours	100% Tracked/measured in Service Centre.
Severity 3 Incidents	A department or individual's ability to perform a job function may be impacted or inconvenienced but can continue business as normal operations. (Example: A user's workstation is unable to access System)	Within 8 hours from time reported	2 Business Days	Every 24 hours	100% Tracked/measured in Service Centre.

Remote assistance will be provided in line with the above timescales dependent on the priority of the support request.

8.3. General Service Requests

Service Request Type	Response Time	Request Completion
Administration General Q and A	1 Business Day	24 Hours
Query Request Query Reports Query Documents Query Campaigns Query Work Flow Process	1 Business Day	24 Hours
Change Request Amend Documents Amend Reports Amend Work-Flow process Amend Campaign Bulk Importing/Updating of Data	1 Business Day	3 Working days from request or by agreement To be mutually agreed upon between the Service provider and the Client
Service Request New Reports New Documents New Campaigns New Work Flow Process New Debtor Book	1 Business Day	5 Working days from request or by agreement To be mutually agreed upon between the Service provider and the Client
Assistance and Handholding Scheduled Downtime Year End Request Month End Request New User Install	1 Business Day	To be mutually agreed upon between the Service provider and the Client
Maintenance Scheduled Downtime New Server Install Server Changeover Software Upgrade	1 Business Day	To be mutually agreed upon between the Service provider and the Client
Training On-Site Training On-Line Training	1 Business Day	To be mutually agreed upon between the Service provider and the Client