Schedule 1 – Service Level Agreement

Service Availability
The mpro5 platform operates with a service availability objective of 24x7x365 and 99.95% uptime.

Support Requests:
Support requests may be raised to mpro5 either by:
1. Email to the relevant support address
2. Submitting a ticket via the support portal within the mpro5 website
3. Via telephone

Examples of support requests include:
1. Password Reset
2. New User Setup
3. Wording Changes / Spelling / Grammatical Error Correction
4. "How do I?" product-related queries

Service Requests
Service requests are raised to mpro5 when a customer wishes to make a change to how their mpro5 platform is configured.

Service requests are categorized as follows:
1. **Standard** - Little to no impact on the system can be actioned in the same way as a support request.
2. **Ad-hoc** - A change that adds new functionality to a system but has little risk to the implementation.
    o New alerts
    o CRM Import of data
    o New form being setup
    o Updates to existing configurations
3. **Planned change** – tasks that fall under this category are normally made up of multiple requests that need to be deployed simultaneously to work.

Any issues raised to mpro5 via the aforementioned methods will be categorized and allocated a response time from the following table accordingly.

	Business Hours	
Request Type	**Response Time (During Normal Business Hours)**	**Estimated Resolution Time**
Support Request	2 hours	1 Business Day
Standard Service Request	2 hours	1 Business Day
Ad-Hoc Service Request	2 hours	3 Business Days
Planned Service Request	2 hours	10 Business Days