

## Service Level Agreement (Introduction)

This service level agreement (SLA) describes the levels of service that Asoriba will provide to

Your church [Church name\_\_\_\_\_].

This SLA should be read alongside the privacy policy and terms and agreements of the supplier. Although the SLA covers key areas of your account on Asoriba and support, the terms and agreements contract may include areas not covered by this SLA.

## Purpose

The client depends on Asoriba's web application and mobile app to manage church administration and engage with members. Some of these items are of critical importance to the church.

This service level agreement sets out what levels of availability and support the church is guaranteed to receive for specific parts of Asoriba. It also explains what penalties will be applied to Asoriba, should it fail to meet these levels.

## Parties

This SLA is between:

The Supplier:	The Client:
Gh-Asoriba LTD PMB CT 13, Accra Metropolitan, Ghana	Name: Address:
Company Phone Number: +233501576600	Phone Number
Contact Person Name: Saviour Dzage	Contact Person Name:
Contact Person Phone Number: +233249176736	Contact Person Phone Number:
Contact Person Email: support@asoriba.com or asoribagh@gmail.com	Contact Person Email:

## Dates and reviews

This agreement begins on \_\_\_/\_\_\_/\_\_\_ and will run for a period of \_\_\_\_\_ **months**.

It may be reviewed at any point, by mutual agreement. It may also be reviewed if there are any changes to the client's IT system.

## Software and services covered

This SLA covers only the Software and Services in the table below. This list may be updated at any time, with agreement from both the client and supplier.

Please note:

- Asoriba guarantees **response times** for all items listed in this section.
- Asoriba guarantees **uptime** only for items with Yes in the **Covered for uptime?** column.

These features have been assigned a priority level, from 1 (most important) to 3 (least important). The priority levels help determine the guaranteed uptime and response time.

Feature type	Number of items	Priority	Covered for uptime?
Dashboard	1	1	Yes
Membership Module <ul style="list-style-type: none"> <li>• Church Directory</li> <li>• Add member</li> <li>• Bulk Member Upload</li> </ul>	3	1	Yes
Attendance Module <ul style="list-style-type: none"> <li>• All Records</li> <li>• Record Attendance</li> <li>• Attendance Settings</li> </ul>	3	1	Yes
Communication Module <ul style="list-style-type: none"> <li>• Church Feed</li> <li>• New Broadcast</li> <li>• SMS/Voice Usage</li> </ul>	3	1	Yes

Reporting Module	1	2	Yes
Settings Module <ul style="list-style-type: none"> <li>• Church Settings</li> <li>• Admin Settings</li> <li>• App Settings</li> <li>• Service Subscriptions</li> <li>• Payment Integrations</li> </ul>	5	3	Yes
Financial Management <ul style="list-style-type: none"> <li>• Statement</li> <li>• Accounts</li> <li>• New Transactions</li> <li>• Bulk Data Upload</li> </ul>	4	1	Yes
Automations <ul style="list-style-type: none"> <li>• Life Events</li> <li>• Auto Triggers</li> </ul>	2	2	Yes

## Exclusions

This SLA is written in a spirit of partnership. The supplier will always do everything possible to rectify every issue in a timely manner.

However, there are a few exclusions. This SLA does not apply to:

Any software, services or other parts of Asoriba Web and Mobile app not listed above, software, services not purchased via and managed by the supplier

Additionally, this SLA does not apply when:

The problem has been caused by using equipment, software or service(s) in a way that is **not recommended**.

The client has made **unauthorised changes** to the configuration or setup of affected equipment, software or services.

The client has prevented the supplier from **performing required maintenance and update** tasks.

The issue has been caused by **unsupported** equipment, software or other services.

This SLA does not apply in circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, war, acts of God and so on.

This SLA also does not apply if the client is in breach of its contract with the supplier for any reason (e.g. late payment of fees).

Having said all that, [supplier] aims to be helpful and accommodating at all times, and will do its absolute best to assist [client] wherever possible.

## Responsibilities

### Supplier responsibilities

The supplier will provide and maintain the software used by the client.

The IT support contract between the supplier and the client includes full details of these responsibilities.

Additionally, the supplier will:

Ensure relevant software, services and equipment are available to the client in line with the uptime levels listed below.

Respond to support requests within the timescales listed below.

Take steps to escalate and resolve issues in an appropriate, timely manner.

Maintain good communication with the client at all times.

## Client responsibilities

The client will use the supplier-provided software system as intended.

The software support contract between the supplier and the client includes full details of the software system and its intended uses.

The Client will be responsible for collecting accurate information from his/her church members/

The clients will be responsible for uploading or adding his or her members to the system (help may be given by the support staff from Asoriba when requested)

Additionally, the client will:

Notify the supplier of issues or problems in a timely manner.

Provide the supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention. Maintain good communication with the supplier at all times.

## Guaranteed uptime

### Uptime levels

In order to enable the client to do church work effectively, the supplier guarantees that certain items will be available for a certain percentage of time.

These uptime levels apply to items in the **software and services covered** table that show a tick in the **Covered for uptime?** column.

The level of guaranteed uptime depends on the priority level of each item:

Priority level	Guaranteed uptime
1	99.9%
2	50.5%
3	40%

## Measurement and penalties

Uptime is measured using supplier's automated systems, over each calendar month. It is calculated to the nearest minute, based on the number of minutes in the given month (for instance, a 31-day month contains 44,640 minutes).

If uptime for any item drops below the relevant threshold, a penalty will be applied in the form of a credit for the client.

This means the following month's fee payable by the client will be reduced on a sliding scale.

The level of penalty will be calculated depending on the number of hours for which the service was unavailable, minus the downtime permitted by the SLA:

Priority level	Penalty per hour (Pro-rated to nearest minute)
1	3% of total monthly fee
2	2% of total monthly fee
3	1% of total monthly fee

### Important notes:

- Uptime penalties in any month are capped at 3% of the total monthly fee
- Uptime measurements exclude periods of routine maintenance. These will be stated by the supplier when due.

## Guaranteed response times

When the client raises a support issue with the supplier, the supplier promises to respond in a timely fashion.

## Response times

The response time measures how long it takes the supplier to respond to a support request raised via the supplier's online support system.

The supplier is deemed to have responded when it has replied to the client's initial request. This may be in the form of an email or telephone call, to either provide a solution or request further information.

Guaranteed response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in this table:

		Issue severity (see <b>Severity levels</b> section, below)			
		Fatal(D)	Severe(C)	Medium(B)	Minor (A)
Item priority	1	15 minutes	30 minutes	60 minutes	1440 minutes
	2	30 minutes	60 minutes	120 minutes	2880 minutes
	3	60 minutes	120 minutes	240 minutes	4320 minutes

Response times are measured from the moment the client submits a support request via the supplier's online support system.

Response times apply during standard working hours (9am — 5.30pm) only, unless the contract between the client and supplier specifically includes provisions for out of hours support.

### Severity levels

The severity levels shown in the tables above are defined as follows:

**Fatal(D):** Complete degradation — **all users and critical functions affected.** Item or service completely unavailable.

**Severe(C):** Significant degradation — **large number of users or critical functions affected.**

**Medium(B):** Limited degradation — **limited number of users or functions affected.** Church processes can continue.

**Minor(A):** Small degradation — **few users or one user affected.** Church processes can continue.

#### Measurement and penalties

Response times are measured using the supplier's support ticketing system, which tracks all issues from initial reporting to resolution.

It is vital the client raises every issue via this system. If an issue is not raised in this way, the guaranteed response time does not apply to that issue.

If the supplier fails to meet a guaranteed response, a penalty will be applied in the form of a credit for the client.

This means the following month's fee payable by the client will be reduced on a sliding scale.

The level of penalty will be calculated depending on the number of hours by which the supplier missed the response time, minus the downtime permitted by the SLA:

Priority level	Penalty per hour (Pro-rated to nearest minute)
1	3% of total monthly fee
2	2% of total monthly fee
3	1% of total monthly fee

#### Important notes:

- Response time penalties in any month are capped at 3% of the total monthly fee
- Response times are measured during working hours (9am — 5.30pm).



For instance, if an issue is reported at 5.00pm with a response time of 60 minutes, the supplier has until 9.30am the following day to respond.

#### Resolution times

The supplier will always endeavour to resolve problems as swiftly as possible. It recognises that the client's computer systems are key to its church activities and that any downtime can cost money.

However, the supplier is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due to disk error or a hardware fault (also classed as a fatal issue) it may take much longer to get back up and running.

In all cases, the supplier will make its best efforts to resolve problems as quickly as possible. It will also provide frequent progress reports to the client.

#### Right of termination

The supplier recognises that it provides services that are critical to the client's church.

If the supplier consistently fails to meet the service levels described in this document, the client may terminate its entire contract with the supplier, with no penalty.

#### Signatures

This service level agreement is agreed as part of the IT support contract between [client name] and [supplier name]:

#### **Signed on behalf of the supplier:**

Name: Saviour Enyam Dzage

Position: Chief Executive Officer

Date: 02 Feb 2018

**Signed on behalf of the client:**

Name: [ ]

Position: [ ]

Date: [ ]