

Schedule 1 – Service Levels

Help Desk

Darzin will provide the Client with reasonable help desk assistance during the Support Times (Monday through Friday, 8:30 am. to 5:30 pm Australian Eastern Standard Time/Central European Time)

Help Desk
Access to a helpdesk from Monday to Friday 8.30 am to 5.30pm AEST/CET
Ability to log support calls either by telephone, email or self-service portal
Ability to log and track support calls
Quick resolution of faults and queries relating to the system
Service level agreement with response times for each priority level and adherence to SLA targets
Escalation process - tickets can be escalated within the system, or a direct approach can be made to the Customer Success Team Leader or General Manager

Error Priorities and Response times

Priority Level	Description	Maximum expected response time	Maximum expected Fix time
Level 1	System is unavailable	4 working hours	8 working hours
Level 2	Severe Impact: a major function, component or application of the system is unusable or errors that cause intermittent system failure	8 working hours	3 working days (note: if a fix is not possible within the set time, a work-around solution would be provided)
Level 3	Degraded operations: a software function, component or application has been lost which does not seriously affect business critical work	2 working days	20 working days (note: if a fix is not possible within the set time, a work-around solution would be provided)
Level 4	Enquiry: all other problems that do not fall into the three categories above. This includes general queries.	2 working days	Next scheduled maintenance release (note 'wish list' suggestions for improvement would be added to our Development list and scheduled by priority. Darzin cannot guarantee these would be achieved within 20 days)

Procedures for Error Correction Services

Darzin will make reasonable efforts to correct and resolve Errors that the Client reports to Darzin and which Darzin are able to reproduce. The Client will promptly provide Darzin with all information requested by Darzin to reproduce such Errors. For each such Error, Darzin will use reasonable efforts to provide the Client with a workaround, a software patch or, if Darzin are unable to provide the Client with either of the foregoing, a specific action plan for addressing the Error, including a good faith estimate of the time required to correct and resolve such Error.

Darzin will use reasonable commercial efforts to communicate with the Client, by telephone, e-mail, instant message or the Darzin website, regarding Errors that the Client reports to Darzin during the Support Times; for purposes of this Agreement, a "response" means Darzin’s acknowledgment of an Error, and does not necessarily mean that a resolution will be achieved.

Minor Enhancements

Darzin will provide the Client with copies of all Minor Enhancements at no additional cost to the Client.

Major Enhancements

Major Enhancements for the Licensed Software are not included under this Agreement.