

Chorus Intelligence Service Level Agreement

The customer has access to the Chorus helpdesk via email or telephone for any questions and queries that the user may have regarding the Chorus software. The helpdesk is staffed between the hours of 08.00 hours and 1730 hours. The target resolution time for calls and emails into the helpdesk is for 95% to be resolved within 30 minutes.

Chorus law enforcement customers do not deem our solutions to be 365-24-7 mission critical, however, if issues pertain to data integrity Chorus prides itself on addressing those as soon as possible as a very high priority.

Bug reporting that does not stop the solutions being used tend to be reported as low priority issues.

Should the issue require further research and depending on the severity of the issue the following SLA is in place:

Support Hours EST	Priority Definition	Response Time	Resolution Time
04:00-20:30	P1 - Very High	1 hour	3 days
04:00-20:30	P2 - High	2 hours	1 week
04:00-20:30	P3 - Medium	4 hours	1 week
04:00-20:30	P4 - Low	Next day	1 week

System performance is measured by the Chorus Customer Success Manager who will be assigned to client and monthly meetings will be arranged to review solution performance both in terms of stability and investigative outcomes.

Planned downtime is notified to the customer with 14 days notice. If any unplanned downtime is required to resolve an issue the client will be notified immediately and informed of the reason and supplied with an expected resolution time.

As Chorus' up-time is greater than 99%, enforcement measures are not offered given Chorus solutions are normally not deemed to be 365-24-7 mission critical in nature.

The call priorities are normally categorized as follows:

Call Priority	Definition
Priority 1	Case will be assigned a "very high" priority if the issue "seriously" impairs the normal processing of the system or if there is a system outage

Priority 2	Case will be assigned a “high” priority if there is a significant impairment to the normal working system. This would mean that normal and necessary work cannot be accomplished. The situation would be caused by an incorrect or failed function in Chorus, which is urgently needed in the current situation. This case type requires immediate resolution.
Priority 3	Case will be assigned a “medium” priority where a workaround has been implemented and / or a fix can be provided in the next software update.
Priority 4	Case will be assigned a “low” priority if it only causes a small impairment of the normal process cycle. This case type would be caused by a functional failure in Chorus which is not needed for daily business operations or if it is used occasionally. A fix could be provided in the next major software release.

Chorus has four escalation points for all clients if a client is not satisfied with the response from the helpdesk:

- Customer Success Manager (1)
- Customer Success Director (2)
- Head of North America (3)
- Chief Executive Officer (4)