

# Queue-it ENTERPRISE SLA agreement

[customer]

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# 1 Queue-it ENTERPRISE SLA subscription terms and conditions

## 1.1 THIS AGREEMENT is made between

- 1.1.1 [customer name] a company incorporated and registered in [country] with company number [VAT number] whose registered office is at [customer address] (the "Customer") and
- 1.1.2 Queue-it ApS a company incorporated and registered in Denmark with company number DK33052901 whose registered office is at Skelbækgade 4, 1., 1717 Copenhagen V, Denmark (the "Supplier").

## 1.2 Background

- 1.2.1 The Customer requires certain virtual queuing, consultancy services, design services, testing services and development services for their digital endpoints
- 1.2.2 The Supplier is a skilled and experienced provider of internet website crash prevention and online virtual queuing and has agreed to provide such software and services to the Customer.

## 1.3 Software Service and Maintenance

- 1.3.1 During the warranty period specified in clause 1.4 (Quality of Services), the Customer receives Support and Maintenance Services at no cost.
- 1.3.2 The Supplier undertakes to carry out the Support and Maintenance Service at the Customer request for Software and/or Customised Software it uses.
- 1.3.3 In addition to any details in Schedule 1, the Support and Maintenance Services comprise the following:
  - (a) Delivery of the latest version of the respective Software and/or Customised Software issued by the Supplier (release, version, update etc).
  - (a) Delivery of new or any amendments of existing supporting documentation
  - (b) Notification of known problems as well as notes on improvements and changes to the Software and/or Customised Software.
  - (c) Conducting the required preventative measures to ensure functionality of the Software and/or Customised Software.

- (d) Immediate maintenance work if errors arise (telephone support and, if required, on-line or on-site error search) to correct errors. The response times (begin problem resolution) depends on the error categories detailed within Schedule 1.

## 1.4 Quality of Services

- 1.4.1 The Supplier warrants to the Customer that throughout the Term:
  - (a) the Supplier will perform the Services with all reasonable care and skill and in accordance with generally recognised commercial practices and standards in the industry for similar work;
  - (b) the Services will conform with the requirements and specifications set out or referred to in Schedule 1 and with all other descriptions and specifications provided to the Customer by the Supplier; and
  - (c) the Services will be provided in accordance with all applicable legislation from time to time in force, and the Supplier will inform the Customer as soon as it becomes aware of any changes in that legislation.
  - (d) the Services shall be free from defects and of the most suitable grade and quality for the intended purpose.

## 1.5 Counterparts and execution

- 1.5.1 This agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of this agreement, but all the counterparts shall together constitute the same agreement. No counterpart shall be effective until each party has executed at least one counterpart and delivered a copy in accordance with clause 1.34.2 to each other party.
- 1.5.2 Delivery of counterparts may be affected either by physical delivery of an original signed hard copy or by scanning an original signed hard copy of the full counterpart document and sending the scanned image (in pdf or other suitable image format) by email to an email address used by or notified by the recipient party.
- 1.5.3 This agreement has been entered into on the latest date stated on the signature pages below.

\* \* \* \* \*

[customer name]

Queue-it ApS

By: \_\_\_\_\_

By: \_\_\_\_\_

Signature (Authorized Representative Only)

Signature (Authorized Representative Only)

Name: \_\_\_\_\_

Name:

Title: \_\_\_\_\_

Title:

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Schedule 2 - Service Level Agreement

Without prejudice to any other obligation of Supplier, in respect of each activity specified in Column 1 of the Table set out below (the “Table”), Supplier shall perform the Services in accordance with the corresponding service level set out in Column 2 of the Table and as set in the Severity section.

Supplier shall within 14 days of the end of each quarter (“Measured Period”) during the term of the Agreement deliver to The Customer’s commercial contact a written summary of its performance for such Measured Period measured against each service level for each queue in such format as The Customer shall from time to time reasonably require. If any day in the Measured Period has service levels below the corresponding service levels set out in Column 2 of the Table, the written summary shall include an analysis for each 5 minutes of such day.

For each Measured Period, if Supplier fails in any respect to meet the service levels in accordance with Table 1 for Severity Level 1 and 2 , Supplier shall be in breach of the Agreement and shall pay to The Customer the amount of service credits in respect of each such failure as stated or as calculated in accordance with Column 3 of the Table up to the maximum amount per failure (if any) as stated in or as calculated in accordance with Column 4 of the Table.

If a percentage is stated in Column 3 and/or Column 4 of the Table, then, unless expressly stated otherwise, such percentage shall be credited to the price or fees otherwise payable by The Customer for the Services for the Measured Period. Service credits shall be without prejudice to any other rights and remedies of The Customer and the initial burden of proof shall be with Supplier to demonstrate that the service levels were not met due to reasons not attributable to Supplier.

### 1.6 Table

Column 1 Activity	Column 2 Service Levels	Column 3 Service Credits	Column 4 Maximum
Daily Queue-.it backend service uptime	99.0% per day from 0:00:00 to 23:59:59 Coordinated Universal Time (UTC)	5% of the monthly fee	15% of the monthly fee
Go Queue-it administrative tool	98.0% per day from 0:00:00 to 23:59:59 UTC	2% of the monthly fee	6% of the monthly fee

## 1.7 Severity

### 1.7.1 Severity levels

Severity	Description	Response	Resolution / Workaround
Level 1	Failure or degradation of one or more elements of the Platform that results in the public website being unusable by external users. A failure or degradation of the solution which causes all the Monitored Elements to fail.	1 hour	4 hours
Level 2	Failure or degradation of one or more elements of the Platform that results in a material part of the public website being unusable for internal or external users for which no workaround exists. A failure or degradation of the solution which causes some of the Monitored Elements to fail.	1 hour	8 hours
Level 3	Failure of one or more components of the Platform however the Platform remains operational through a temporary or automated workaround, but requires a permanent replacement or solution to be developed.	1 week-day	Next release
Level 4	Failure of a single component of the Platform however the Platform remains operational through a satisfactory workaround and has been requested or is expected to be included as a fix, patch or features of the next release. A cosmetic issue.	1 week-day	Next release
Request For Information	A request for information which is not related to an incident or defect which is under the control of the Supplier. A request for information requires the Supplier to investigate and provide additional detail on the service which is not already covered under the standard operation of this agreement.		
Service Request	A request for service which is not related to an incident or defect which is under the control of the Supplier. A request for service requires the Supplier to perform ad-hoc services on the behalf of The Customer for.		

## 1.8 Definitions

- **Availability** = (Uptime + Scheduled Maintenance) / (Unscheduled Downtime + Uptime + Scheduled Maintenance).
- **Scheduled Maintenance** = maintenance on Supplier's platform noticed to The Customer in advance and in writing and accepted by The Customer in writing.
- **Unscheduled Downtime for Queue-it backend services** = time where Queue-it HealthCheck function don't report a healthy condition and The Customer's active Queue-it events is in "Queue redirect" mode (queuing is active). Unscheduled Downtime is calculated as the sum of downtime periods per day from 0:00:00 to 23:59:59 UTC, e.g., 5 minutes at 10:00:00 and another 2 minutes at 11:00:00 is a total of 7 minutes.
- **Unscheduled Downtime for Go Queue-it administrative portal** = time when The Customer can't login to Go Queue-it administrative portal and/or can't change the queue metrics (status and/or redirect speed).
- **Uptime** = with respect to a particular day, the total hours of system availability of the Services during such day.

Queue-it HealthCheck function is described in details in the white papers found under Help / Resources / White papers in Go Queue-it administrative portal.

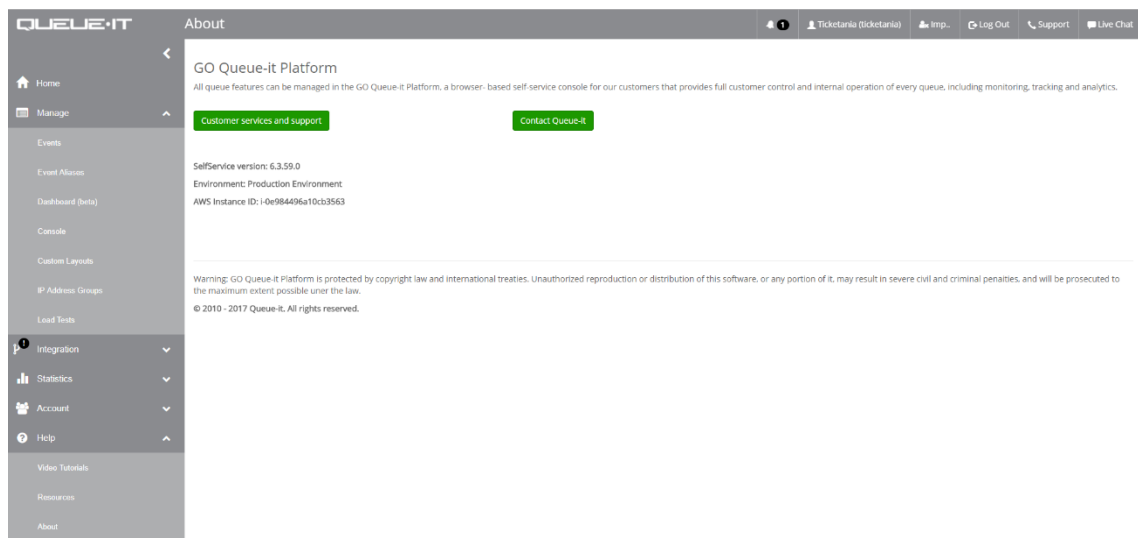
### 1.8.1 Examples

- **Scheduled Maintenance:** Supplier has noticed to The Customer in advance and writing about a scheduled maintenance and this is accepted by The Customer in writing. Queue-it HealthCheck function does not report an unhealthy condition for 4 hours on the given day, which is the duration of the Scheduled Maintenance.  
Availability =  $(20 + 4) / (0 + 20 + 4) = 100\%$
- **Unscheduled Downtime** for Queue-it backend services: Queue-it HealthCheck function reports an unhealthy condition in 15 minutes (0.25 hour) and The Customer's active Queue-it events is in "Queue redirect" mode (queuing is active):  
Availability =  $(23.75 + 0) / (0.25 + 23.75 + 0) = 98.96\%$  = Service Credits of 5% of monthly fee.
- **Unscheduled Downtime** for Go Queue-it administrative portal: Queue-it HealthCheck function reports an unhealthy condition in 30 minutes (0.50 hour) and The Customer's active Queue-it events is in "Queue redirect" mode (queuing is active)  
Availability =  $(23.50 + 0) / (0.50 + 23.50 + 0) = 97.92\%$  = Service Credits of 5% of monthly fee.

- **Unscheduled Downtime:** Queue-it HealthCheck function reports an unhealthy condition in 30 minutes (0.50 hours) for 4 days in the month at 5% = Service Credit maximum at 15%


### 1.8.2 Queue-it support helpdesk system

Queue-it is using a Zendesk based helpdesk system for customer support. The support system can be called from Go Queue-it by pressing the “Support” link in the upper right corner or from the “Help/About” menu.



**Figure 1: Calling Queue-it support from Go Queue-it**

Go Queue-it also has an online chat function, that can be called from the

 Support via ? Help button in the upper right corner.

If a Queue-it customer advocate is available, customers will be able to chat directly.

Queue-it customers can submit a request for assistance and retrieve information from the forum in Queue-it’s Zendesk based customer support system.

### Need help?

Search

Describe the problem you are having

#### FAQ: Go SelfService

Why does Google Analytics show users on my site in the pre-queue phase?

Why can "Your turn" notification count be higher than "Email signup"?

#### FAQ: Queue Services

Why does Google Analytics treat users as a "Referral" and count the same users twice?

What cookies do the queue save

How do I ensure that the redirect confirmation dialog is never shown?

How do I ensure that the redirect confirmation dialog always is shown?

Why does Queue-it soft-block IP addresses and does it impact end-users?

How to disable back button click for queue page on all browsers

[See all 7 articles](#)

Figure 2: Queue-it's Zendesk based support system

Queue-it support > Submit a request

Search

### Submit a request

Support hours: Mon-Fri 9-17 CET

Subject\*

Description\*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Priority

Request priority. Please only use Urgent if it cannot wait until normal support hours

Attachments

Add file or drop files here

Submit

Figure 3: Queue-it's Zendesk based Submit a request system

### 1.8.3 Queue-it Public Website Health Status

If you want to check if the Queue-it service is running correctly, this white paper describes the process.

Call Queue-it health check function from your application to check the health of the Queue-it queue, e.g. before redirecting users to the queue etc.

Call: [http://\[accountID\].queue-it.net/healthcheck.aspx?c=\[accountID\]&e=\[eventID\]](http://[accountID].queue-it.net/healthcheck.aspx?c=[accountID]&e=[eventID])

E.g.: [http://\[accountID\].queue-it.net/healthcheck.aspx?c=ticketania&e=test](http://[accountID].queue-it.net/healthcheck.aspx?c=ticketania&e=test)

The page will return 200 if servers are running and without known issues. In other situations it will return other codes like 503, 403, 404 etc.

Queue-it's Current Performance and Availability Status and Performance and Availability History can be found online at <http://status.queue-it.net/>. Queue-it is using CA App Synthetic Monitor monitoring service to track and publish the Public Website Health Status in real-time.

The CA App Synthetic Monitor product tests the behaviour and availability of Queue-it's websites, services and applications utilizing an infrastructure that includes over 62 worldwide remote monitoring stations and a global network of checkpoints in 26 countries. CA App Synthetic Monitor conducts checks from an external perspective to replicate real-time user experience.

### Current Performance and Availability Status

Jul 25, 2017 11:48 UTC+2

Service / Website	Performance and Availability Status	Current Performance	Uptime Last 24h
<a href="#">CDN - assets.queue-it.net</a>	Service is operating normally	209 ms	100.00%
<a href="#">CDN - static.queue-it.net</a>	Service is operating normally	226 ms	100.00%
<a href="#">Go (go.queue-it.net)</a>	Service is operating normally	1024 ms	100.00%
<a href="#">Queue (Weighted Segments)</a>	Service is operating normally	208 ms	100.00%
<a href="#">Queue Segment Q1</a>	Service is operating normally	259 ms	100.00%
<a href="#">Queue Segment Q2</a>	Service is operating normally	570 ms	100.00%
<a href="#">Queue Segment Q3</a>	Service is operating normally	345 ms	100.00%
<a href="#">Queue Segment Q4</a>	Service is operating normally	879 ms	100.00%
<a href="#">Website (www.queue-it.com)</a>	Service is operating normally	4710 ms	100.00%

### Performance and Availability History

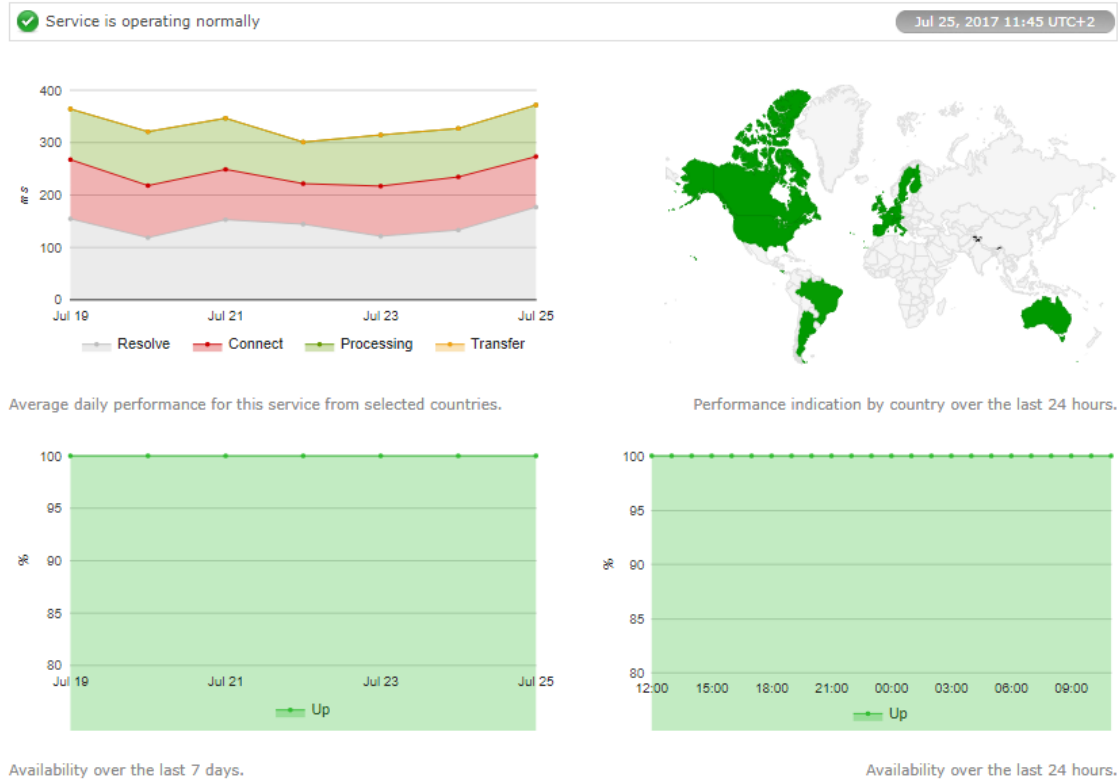
Service / Website	Jul 25	Jul 24	Jul 23	Jul 22	Jul 21	Jul 20	Jul 19
<a href="#">CDN - assets.queue-it.net</a>							
<a href="#">CDN - static.queue-it.net</a>							
<a href="#">Go (go.queue-it.net)</a>							
<a href="#">Queue (Weighted Segments)</a>							
<a href="#">Queue Segment Q1</a>							
<a href="#">Queue Segment Q2</a>							
<a href="#">Queue Segment Q3</a>							
<a href="#">Queue Segment Q4</a>							
<a href="#">Website (www.queue-it.com)</a>							

Service is operating normally  
 Performance issues  
 Service disruption  
 Informational message

Queue-it - Core services real-time websites availability and performance status. This site shows if Queue-it - Core services sites are down or have performance issues right now, and provides Queue-it - Core services uptime and performance history.

**Figure 4: Queue-it CA App Synthetic Monitor overview**

Current Performance and Availability Status Queue (Weighted Segments)



Performance and Availability History

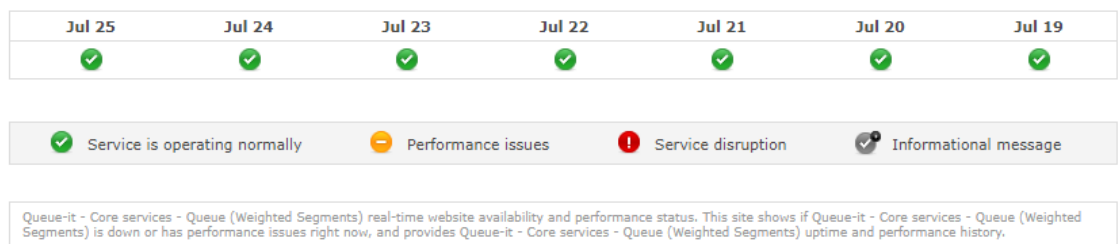
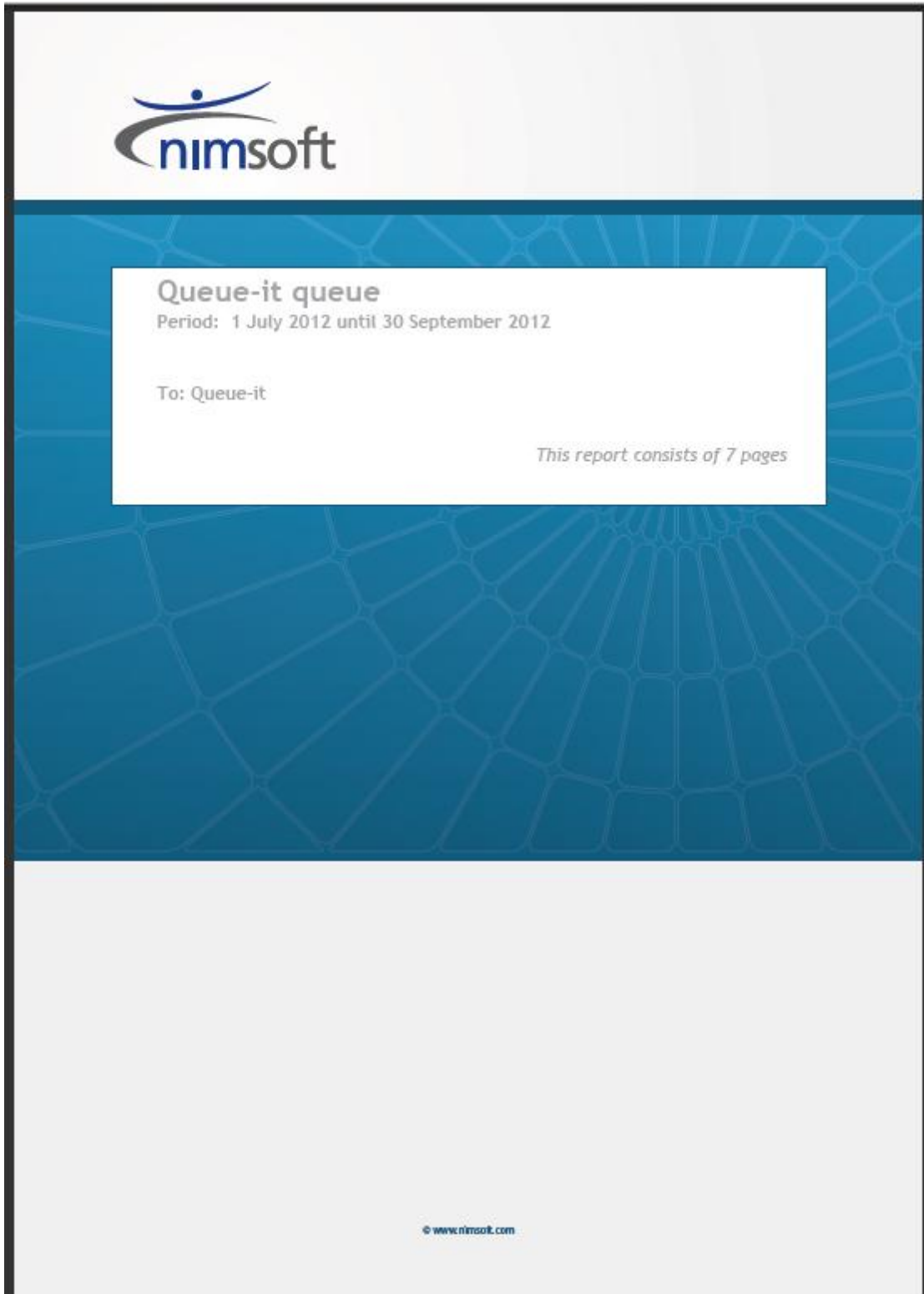


Figure 5: Queue-it Weighted Segments detailed CA App Synthetic Monitor status

The performance and availability following each quarter will be documented and send to the Customer from Queue-it in the report as shown in “Annex Service level report example”. If any day in the period has service levels below the service levels stated in Service Level Agreement, the specific day(s) will have an analysis for each 5 min. of that day.

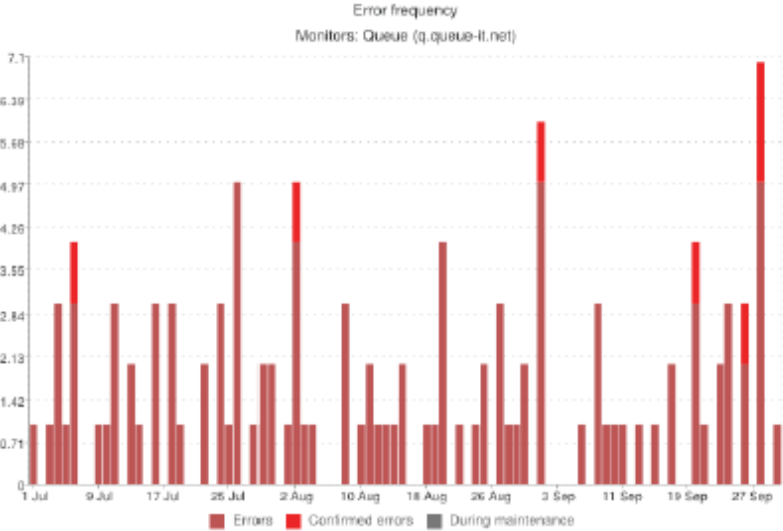
## 2 Annexes

### 2.1 - Service level report example





**ERROR FREQUENCY**



**AVAILABILITY**





## UPTIME TABLE

No.	Name	Type	Uptime	Checks
1.	Queue (q.queue-it.net)	http	99.97%	24972 7 Failed

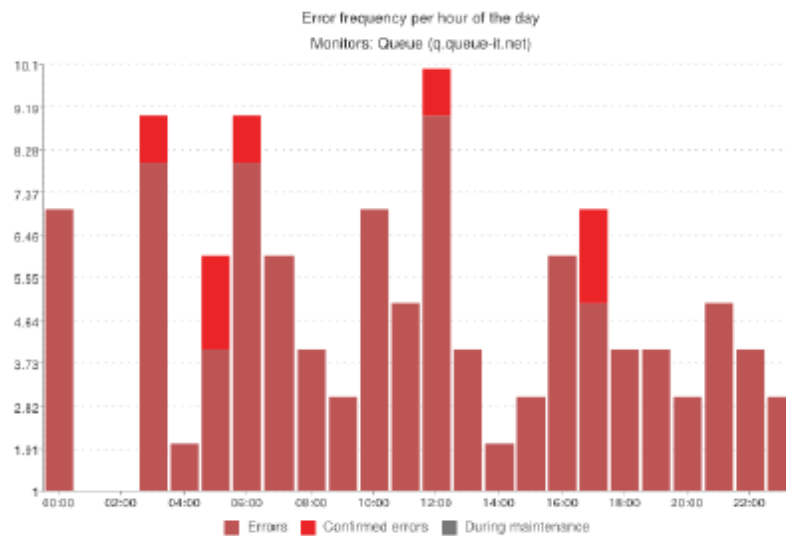
## ERROR LOG

1.	<u>Queue (q.queue-it.net)</u>	
	Thu, 20 Sep 6:44	1044: Timeout while connecting
	Wed, 26 Sep 5:49	1044: Timeout while connecting
	Fri, 28 Sep 17:02	1044: Timeout while connecting
	0000 17:09	1044: Timeout while connecting

## EXPLANATION OF THE ERROR CODES

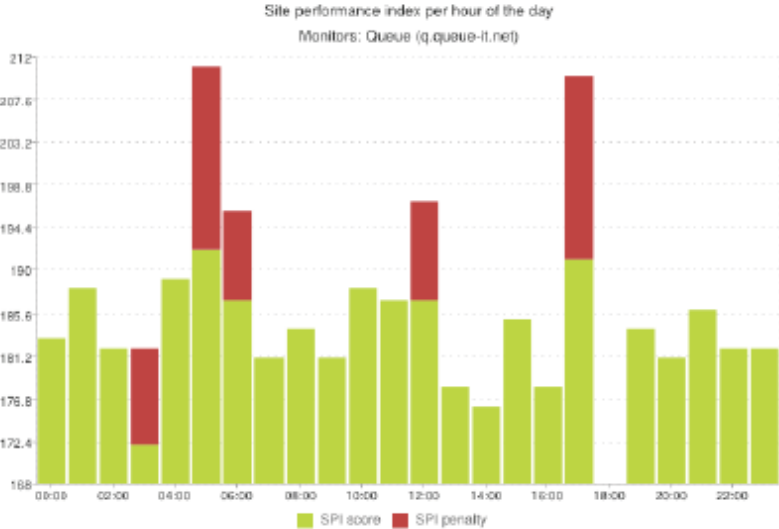
Error no.	Error description
1044	Timeout while connecting

## ERROR FREQUENCY





**SITE PERFORMANCE INDEX**

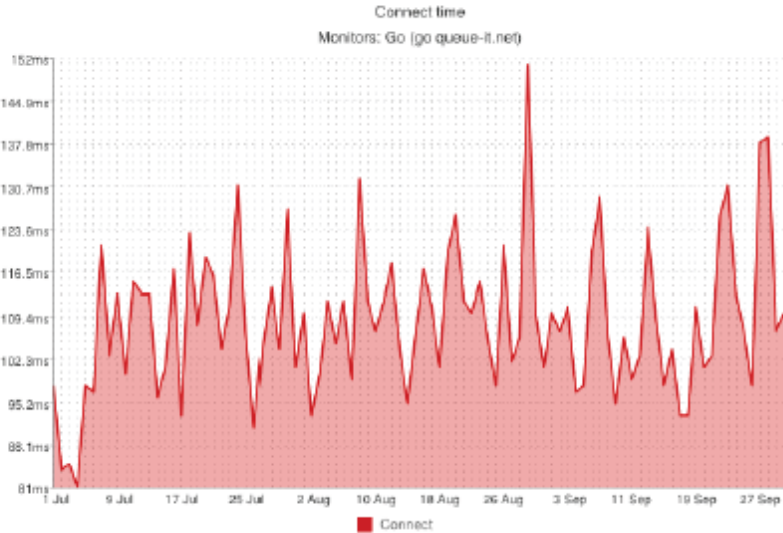


**SLA PERFORMANCE**

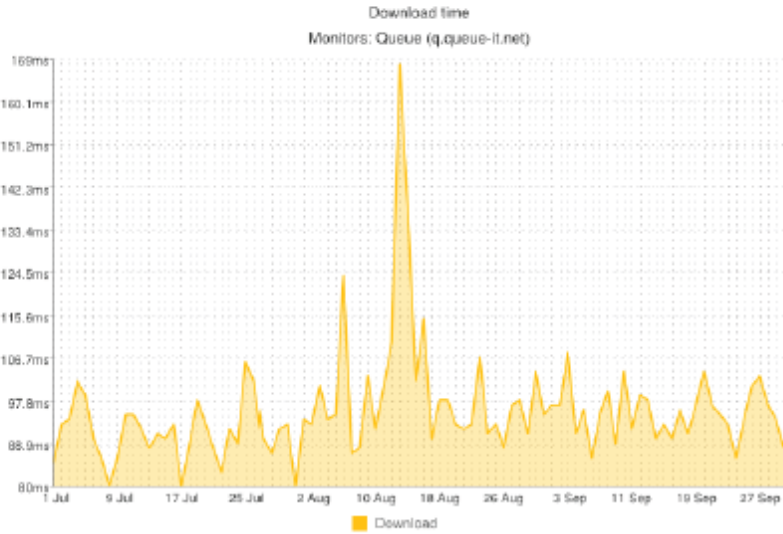
Monitor	First limit	Second limit
Queue (q.queue-it.net)	100.0% < 3000ms	100.0% < 6000ms



CONNECT TIME

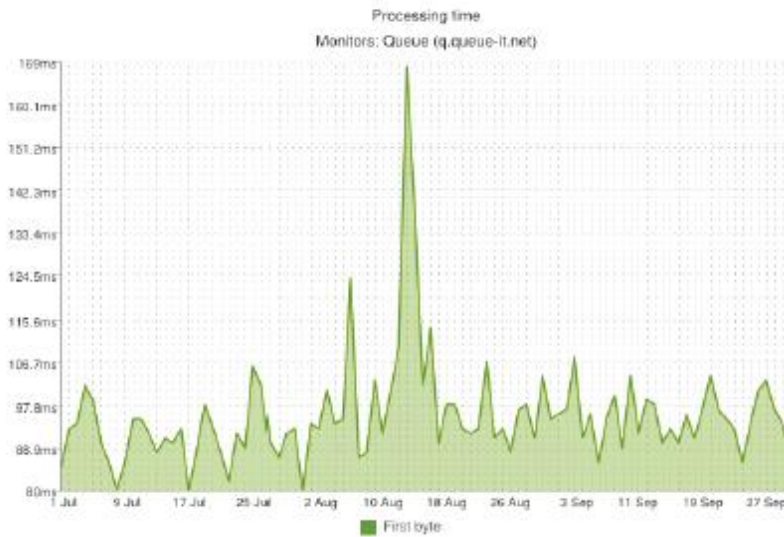


DOWNLOAD TIME





**PROCESSING TIME**

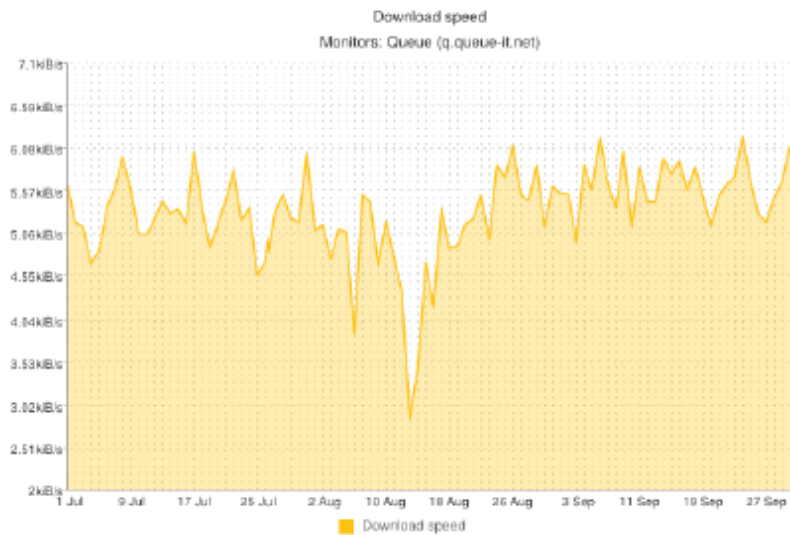


**TOTAL TIME**





## DOWNLOAD SPEED



## LIST OF MONITORS

Monitor	URL	Time-out
Queue (q.queue-it.net)	<a href="http://q.queue-it.net:80/healthoheok.aspx">http://q.queue-it.net:80/healthoheok.aspx</a>	10 2012-10-01

## DEFINITIONS:

- *connect time*: time (in msec) for connection phase of TCP/IP.
- *processing time (or time to first byte)*: time (in msec) from first byte sent to first byte received.
- *download time (or time to last byte)*: time (in msec) from first byte sent to last byte received.
- *total time*: connect time plus download time (in msec).
- *download speed*: speed in kbytes/sec.
- *size*: download size (in bytes).
- *repeat*: number of consecutive events with same outcome aggregated in one row.