

## ATTACHMENT B – SERVICE LEVEL AGREEMENT

### 1. RECORDAL

The purpose of this SLA is to record the service levels that the **CLIENT** and **INTARGET** must achieve to ensure that Service Users have a positive experience of VAS Services in South Africa.

This service level agreement forms a back-to-back agreement with the agreements between Vodacom/MTN/CellC/Telkom Mobile and **INTARGET** and its other service providers. **INTARGET** reserves the right to amend or update this SLA from time to time by written notice to the **CLIENT**, as dictated by operational requirements and as the agreements with Vodacom, MTN, Cell C and Telkom Mobile changes.

### 2. DEFINITIONS

The words and phrases used in this SLA shall have the following meanings assigned to them:

“**CC**”: Customer Care;

“**Office hours**”: Monday to Friday from 8:00am to 5:00pm (GMT+2);

“**After hours**”: Monday to Friday from 5:00pm to 8:00am (GMT+2), Saturday, Sunday and Public Holiday’s all day;

“**Fault**”: An error, problem or malfunction of whatever nature of a VAS Service, reported to service delivery, including but not limited to non-delivery or incorrect delivery of the VAS Service, but excluding anything directly caused by a failure of the **INTARGET** network;

“**Refund event**”: Where either a VAS Service has not been delivered to the customer or the incorrect VAS Service has been delivered to the customer or the VAS Service contains an error, or is not a bona fide service, but excluding anything directly caused by a failure of the **INTARGET** network;

“**Technical response**”: The time from when the fault is reported by the **CLIENT** to the time that it is allocated to an engineer, as more fully detailed in clauses 5a and 5b below;

“**Resolve/restore**”: The time from when a fault has been allocated to a technical support engineer to the time when the engineer successfully resolves the problem or implements a workaround, as more fully detailed in clauses 5a and 5b below;

“**Post resolution**”: The time between the closing of the fault with **INTARGET** and the time when the fault was first reported to the **CLIENT/INTEGRAT**, as more fully detailed in clauses 5a and 5b below;

“**Ticketman**”: The **INTARGET** internal fault logging system. All correspondence on **CLIENT** reported technical problems will be tracked and managed on this platform;

“**Public holiday**” The following days are public holidays in South Africa and are to be treated as after hours. Where a date falls on a Sunday, the following Monday will be the public holiday;

1<sup>st</sup> January

21<sup>st</sup> March

Easter weekend Friday and Monday –dates vary annually

27<sup>th</sup> April  
1<sup>st</sup> May  
16<sup>th</sup> June  
9<sup>th</sup> August  
24<sup>th</sup> September  
16<sup>th</sup> December  
25<sup>th</sup> December  
26<sup>th</sup> December

“Query” A request for information on an end user service.

### 3. REPORTING

#### 3.1 Technical Fault Reporting Procedure

- a) **INTARGET** shall contact the technical contact of the **CLIENT** as per the service agreement via email with details of the technical fault. Please review in light of new system. **INTARGET** shall from time to time publish scheduled downtime notifications on <http://intarget.mobi/docs>. The **CLIENT** shall be responsible to access these notifications regularly as only major technical faults and outages are communicated via email.
- b) The **CLIENT** shall contact **INTARGET** for technical fault reporting on:

Query logging procedure for technical related fault reporting:

At all hours send email to [ticketman@intarget.mobi](mailto:ticketman@intarget.mobi) and provide a detailed description of the configuration of your system, the problem and include what resolution has been attempted from your side already. Also indicate the severity as defined in clause 4. An auto-generated reference number will be returned within 5 minutes.

***NOTE - When the ticket is logged after hours the returned reference number needs to be escalated to the Tech Support cellphone for immediate assistance on +27 82 511 7837. If the reference number is not escalated to the cell phone after hours it will only be attended to during the following business hour.***

In the event a reference number is not returned due to possible technical difficulties on the ticketing system the fault has to be logged directly to the cell number.

Reference of the recorded fault must be kept for auditability purposes by both parties at all times:

- Time of email to Ticketman
- **INTARGET** event/reference number
- Time of reference number received via email
- Time of reference number escalated to cell phone
- **CLIENT** operator name
- **INTARGET** operator name

For accounting related fault reporting i.e. out of credits contact your Account Manager (NOTE – No credits related issues will be handled through either Tech Support or Customer Care as they have no systems access to deal with this. Running out of credits does NOT constitute a technical problem.) If your Account Manager is un-contactable then escalate to the Finance Manager – Mandi Liebenberg on +27 (0)83 228 0653.

- c) The **CLIENT** operator shall in co-operation with **INTARGET** technical support and with reference to clause 4 below, accurately determine the Severity Level and **INTARGET** shall provide full details of the fault and the circumstances in which it arose. In the event of a dispute as to the severity level **INTEGRAT's** decision shall be final.
- d) Within the technical response time, the defaulting party shall advise the technical support engineer of the fault, reference number and the relevant contact information.
- e) Once allocated, the defaulting party technical support engineer shall liaise with the other party's contact regarding the fault.
- f) Development support is not provided after hours.

### 3.2 Restoration Procedure

- a) The defaulting party technical support engineer shall work to resolve the fault in accordance with the restoration times defined within the SLA in Clause 5.
- b) When the fault has been resolved the defaulting party technical support engineer should advise the other party's operator accordingly.

### 3.3 Escalation Procedure

- a) **Level One Escalation** - In the event that the technical support engineer does not complete the Response/Restoration/Resolution in accordance with the chosen Service Level, or if the Service Level is exceeded by more than 50%, then the affected party's operator shall contact the appropriate defaulting party's Service Delivery Manager:

**INTARGET** Service Delivery Manager  
Cell phone

Ticketman  
+27 (0)82 511 7837

**CLIENT** Operations Manager  
Cell phone

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\_\_\_\_\_

- b) **Level Two Escalation** - In the event that the technical support engineer does not complete the Response/Restoration/Resolution in accordance with the chosen Service Level, or if the Service Level is exceeded by more than 100%, then the affected party's operator shall contact the appropriate defaulting party's Business/Operations Executive notifying such person of the defaulting party's failure to adhere to the SLA.

**INTARGET** Business/Technical Director:  
Cell phone:

Marius Du Plessis  
+27 (0)74 485 6025

**CLIENT** Business/Operations Executive:  
Cell phone:

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### 4. FAULT SEVERITY LEVEL

#### Severity 1 (Critical)

Complete Application Failure - An entire live Platform or application has failed e.g. No Service and /or no content

#### Severity 2 (Major)

Service seriously affected - The situation is affecting the service and/or causing major disruptions on **INTARGET** systems and/or irritation to subscribers, e.g. multiple SMS and/or late SMS

#### Severity 3 (Minor)

Service not functioning properly - It includes incorrect operation of minor functionality, cosmetic errors or components that are infrequently used and problems, which can feasibly be worked around.

## 5. SUPPORT SERVICE LEVELS

The following levels of support will apply.

The below tables apply to **CLIENT** reported Higate faults or **INTARGET** reported **CLIENT** faults. In cases where faults are a direct consequence of the network operators then their service levels will apply which could be longer than the recommended below:

- a) Office hours - Monday to Friday from 8:00am to 5:00pm (GMT+2);

Severity Technical	Response	Resolve/Restore	Post Resolution
Severity 1	30min	1 hours	1.5 hours
Severity 2	30min	2 hours	2.5 hours
Severity 3	1 hours	4 hours	8 hours

- b) After hours - Monday to Friday from 5:30pm to 8:30am (GMT+2), Saturday, Sunday and Public Holiday's all day

Severity Technical	Response	Resolve/Restore	Post Resolution
Severity 1	30 min	2 hours	2.5 hours
Severity 2	30 min	2 hours	2.5 hours
Severity 3	1 hours	4 hours	8 hours

- c) Should the same fault, after having been reported under this SLA by **INTARGET** to the **CLIENT**, occur more than 3 (three) times post resolution of such fault within a 48-hour period, then **INTARGET** shall have the right to disable the VAS service and re-enable the VAS service when the **CLIENT** has rectified the fault to **INTEGRAT's** satisfaction.
- d) The Technical Support Services referred to herein shall be supplied on a 24 hours per day, 7 days a week and 365 days a year basis.
- e) Should a **CLIENT** service affect any of the other **CLIENT's** services, in any way, the **CLIENT** will be disabled until such time the error was rectified and the problem resolved.

## 6. PERFORMANCE MONITORING AND PROACTIVE MAINTENANCE

Within 5 (five) business days of receipt of a written request by **INTEGRAT**, the **CLIENT** shall, subject to the **CLIENTS** security requirements, provide access to it's:

- Statistics as to the usage of the service, including but not limited to volumes and usage;
- Performance monitoring;
- Trend analysis;
- Configuration management.

The **CLIENT** by default will have access to the Statistics and information on its **INTARGET** account at <http://higate.co.za> Username and password is supplied by account manager.

## 7. RESPONSIBILITIES OF THE PARTIES

### 7.1 CLIENT Responsibilities

The VAS service's that are developed and supported by the **CLIENT** operate on the Higate servers that is owned and maintained by **INTEGRAT**. The **CLIENT** is responsible for:

- a) maintaining, supporting and restoring its VAS services as per the service levels in this SLA and/or as per any business rules pertaining to any bearer, access specification or interface specification as defined in the agreement and as issued from **INTARGET** to the **CLIENT** from time to time;
- b) relevant supporting material for the VAS service such as log file extracts, crash dumps, configuration files and problem reports;
- c) bug fixing of a VAS service;
- d) investigating and resolving queries and faults reported to it either by **INTARGET** or an **End-User**;
- e) installation of software updates on its VAS services;
- f) consulting to ensure that the necessary hardware and network are installed to support its VAS services;
- g) consulting with **INTARGET** on the launch of an application from an engineering and billing perspective;
- h) ensuring that the application is available for testing to ensure compliance with product, technical, regulatory and billing specifications;
- i) maintaining the service and ensuring that it is operational 24 hours a day and 365 days a year;
- j) conforming to **INTEGRAT's** Connect documentation, specifications and interfaces;

- k) where requested, train Service Delivery Centre in order that platforms/applications may be monitored 24 hours per day, 365 days per year;
- l) where requested, supply **INTARGET** with all the relevant documentation and training needed to monitor the application;
- m) where requested, provide a trace tool that will store transaction data records per MSISDN;
- n) Application monitoring must be done as a preventative measure to ensure maximum uptime.
- o) Provide **INTARGET** Call Centre with all necessary documentation related to products and services and also populate the **INTARGET** information portal for consumer support;
- p) Provide **INTARGETCC** with any requested logs or adverts in order to execute a service query within 24 hours of the request.
- q) In instances where regulators or operators request any service information due to non-compliance immediate or emergency action may be required.
- r) Failure to comply with SLA will result in suspension of services.
- s) In instances where a regulator or network request suspension of services due to compliance violations **CLIENTs** may be requested to suspend service immediately.

## 7.2 INTARGET Responsibilities

**INTARGET** is responsible for the Higate Platforms, the service platforms and live implementation of the VAS Services. **INTARGET** is responsible for:

- a) ensure that **INTEGRAT's** Cell Centre:
  - is notified of all VAS Services as per the services launch form;
  - accepts customer calls regarding VAS Services;
  - reports any VAS Service faults to the **CLIENTs** within 24 business hours;
- b) where applicable, ensure that the **INTARGET** system monitoring staff (Service Delivery) are sufficiently trained to provide first line monitoring and operator support including afterhours support;
- c) provide the **CLIENT** with the necessary documentation on any new equipment or software that it is required to operate services on as well as the applicable billing specifications and requirements;
- d) use its best efforts to ensure that all the network requirements are implemented so that the VAS Services can function correctly;
- e) use its best efforts to ensure that the network is always available.
- f) Assist with testing of new services up to a maximum of 1 hour.

## 8. CUSTOMER CARE (CC)

End user consumer related queries (B2C) are handled during business hours only. (NOTE - No technical queries (B2B) will be handled through customer care):

Dedicated Customer Care Nr \_\_\_\_\_

Dedicated Support email \_\_\_\_\_

Or

**INTARGET** Customer Care

+27 (0)87 970 9010

**INTARGET** Support Email

[support@intarget.mobi](mailto:support@intarget.mobi)

In the event that a **CLIENT** should manage their own query logging procedure for customer care, a minimum service availability of 08h00 to 17h00 on business days should be delivered and in accordance with the operator customer care service level agreement and the WASPA code of conduct.

## 9. REFUNDS

Should a Service User request a refund for a VAS Service because of a failure to deliver the service to the Service User or for any refund qualification measure as per the **INTARGETCC** policy, then **INTARGET** shall process such refund on behalf of the **CLIENT**. Goodwill refunds of below R300 will also be processed by **INTARGET** without explicit authorization from the **CLIENT**. The full retail amount shall always be refunded to the service user. **INTARGET** shall invoice the **CLIENT** the full refund amount plus a minimum one hour of the prevailing project management fee (as per Attachment A to the Service Agreement) and an additional hour per 10 service refunds processed thereafter, irrespective of the value of the refunds. Should the **CLIENT** subsequently establish, to **INTEGRAT's** satisfaction, that in fact the Refund event did occur, or the **CLIENT** gave permission to be billed then, **INTARGET** shall credit the **CLIENT's** account with such amounts provided the Service User has consented to being re-debited for the amount, or is legally bound to accept the charges.



**10. REPEATED BREACH OF SLA**

Should a **CLIENT** fail to act within the Service Levels of this SLA with respect to any 4 (four) faults within a calendar month, then such failure shall amount to a material breach incapable of being remedied, as provided for in the man service agreement.

Thus done and signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

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**CLIENT:**                      **Name:**                      **Signature - duly authorized.**

Thus done and signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

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**INTARGET:**                      **Name:**                      **Signature - duly authorized.**