

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 Nigeria. This service level agreement forms a back-to-back agreement with the agreements between MTN, Airtel and Etisalat 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 MTN, Airtel or Etisalat changes.

2. DEFINITIONS

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

- 2.1 **“CC”**: Customer care;
- 2.2 **“office hours”**: Monday to Friday from 8:00am to 5:00pm (GMT+2);
- 2.3 **“after hours”**: Monday to Friday from 5:00pm to 8:00am (GMT+2), Saturday, Sunday and Public Holiday’s all day;
- 2.4 **“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;
- 2.5 **“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;
- 2.6 A **“Mobile Operator” or “Operator”** is defined as a GSM (Global Systems for Mobile Communication) network provider.
- 2.7 A **“Client”** is the registered entity agreeing to the terms set out in this agreement
- 2.8 **“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;
- 2.9 **“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;
- 2.10 **“post resolution”**: The time between the closing of the fault with INTARGET and the time when the fault was first reported to the Client/INTARGET, as more fully detailed in clauses 5a and 5b below;
- 2.11 **“ticketman”**: The INTARGET internal fault logging system. All correspondence on client reported technical problems will be tracked and managed on this platform;
- 2.12 **“public holiday”** are to be treated as after hours. Where a date falls on a Sunday, the following Monday will be the public holiday;
- 2.13 **“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. **INTARGET** shall from time to time publish scheduled downtime notifications on <http://integrat.freshdesk.com/support/home>. 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 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 service delivery cellphone for immediate assistance on +2782 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 Techsupport 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 – Tawanda Munyika – tawanda@intarget.mobi)

c) The **CLIENT** operator shall in co-operation with **INTARGET** service delivery team 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 **INTARGET**'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

Cell phone

Intarget Technical Support

+27 (0)82 511 7837

And

INTARGET Nigeria Country Manager

Cell phone

Christopher Ofodile

+23 4 8023 357 505

Client Technical Manager

Cell phone

And

Client Operational Manager

Cell phone

- 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: Marius Du Plessis
 Cell phone: +27 (0)74 485 6025

Client Business/Operations Executive: _____
 Cell phone: _____

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:

Office hours - Monday to Friday from 8:00am to 17:00pm (GMT+2);

Severity	Response	Resolve	Resolution
Severity - 1	2 Hour	4 Hours	8 Hours
Severity - 2	2 Hour	6 Hours	16 Hours
Severity - 3	4 Hours	8 Hours	24 ours

After hours - Monday to Friday from 17:00pm to 8:00am (GMT+2), Saturday, Sunday and Public Holiday's all day

Severity	Response	Resolve	Resolution
Severity - 1	2 Hours	6 Hours	8 Hours
Severity - 2	4 Hours	12 Hours	16 Hours
Severity - 3	6 Hours	18 Hours	24 Hours

- a. 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 **INTARGET**'s satisfaction.
- b. 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.
- c. Should a **CLIENT** service affect any of the other **CLIENTS**'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 **INTARGET**, the **CLIENT** shall, subject to the **CLIENTS** security requirements, provide access to:

- 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 www.ng.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 **INTARGET**. The **CLIENT** is responsible for:

- 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;
- relevant supporting material for the VAS service such as log file extracts, crash dumps, configuration files and problem reports;
- bug fixing of a VAS service;
- investigating and resolving queries and faults reported to it either by **INTARGET** or a Service User;
- installation of software updates on its VAS services;
- consulting to ensure that the necessary hardware and network are installed to support its VAS services;
- consulting with **INTARGET** on the launch of an application from an engineering and billing perspective;
- ensuring that the application is available for testing to ensure compliance with product, technical, regulatory and billing specifications;
- maintaining the service and ensuring that it is operational 24 hours a day and 365 days a year;
- conforming to **INTARGET's** Connect documentation, specifications and interfaces;
- where requested, train Service Delivery Centre in order that platforms/applications may be monitored 24 hours per day, 365 days per year;
- where requested, supply **INTARGET** with all the relevant documentation and training needed to monitor the application;
- where requested, provide a trace tool that will store transaction data records per MSISDN;
- Application monitoring must be done as a preventative measure to ensure maximum uptime.
- Provide **INTARGET** CC with all necessary documentation related to products and services and also populate the **INTARGET** information portal for consumer support;
- Provide **INTARGET** CC with any requested logs or adverts in order to execute a service query within 24 hours of the request.
- In instances where regulators or Operators request any service information due to non-compliance immediate or emergency action may be required.
- Failure to comply with SLA will result in suspension of services.
- In instances where a regulator or Operator 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 shall

- ensure that **INTARGET's** customer care (CC):
 - is notified of all VAS Services as per the services launch form;
 - accepts Operator queries and End user calls regarding VAS Services;
 - reports any VAS Service faults to the **CLIENT** within 24 business hours;

- 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;
- 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;
- use its best efforts to ensure that all the network requirements are implemented so that the VAS Services can function correctly;
- use its best efforts to ensure that the network is always available.
- Assist with testing of new services up to a maximum of 1 hour.

8. CUSTOMER CARE

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)11 062 1402
INTARGET Support Email 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 an end user / service User request a refund for a VAS Service because of a failure to deliver the service to the end user or for any refund qualification measure as per the **INTARGET** CC policy, then **INTARGET** shall process such refund on behalf of the **CLIENT**. Goodwill refunds of below NGN 1000 will also be processed by **INTARGET** without explicit authorization from the **CLIENT**. The full retail amount shall always be refunded to the end 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 **INTARGET**'s satisfaction, that in fact the Refund event did occur, or the **CLIENT** gave permission to be billed, and then **INTARGET** shall credit the **CLIENTS**'s account with such amounts provided the end 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__

CLIENT:

Name:

Signature - duly authorized.

INTARGET:

Name:

Signature - duly authorized.