Service Level Agreement Staffcloud

This Service Level Agreement (SLA) describes the service levels that Smartbridge AG (hereinafter "Smartbridge") provides to the customer.

This SLA forms part of the contract between the customer and Smartbridge and is therefore subject to the same duration, i.e. the contract duration of the SLA is dependent on the validity of the contract.

During the period in which priority support is provided to new customers after onboarding, this SLA is suspended. It will come into effect once the onboarding process is concluded.

Purpose

Smartbridge provides, maintains and offers support for a software tool as well as services used by the client. Some of this may be business-critical to the customer. The customer nominates administrators (hereinafter referred to as "Users") in their organisation who schedule employees (hereinafter referred to as "Employees").

This SLA defines the levels of support and response times provided by Smartbridge.

Priorities

The Staffcloud software (hereinafter "Staffcloud") consists of various functionalities that are grouped into modules. Smartbridge is aware that the customer relies on a smooth operation of these functionalities. However, from the point of view of process engineering, not all functionalities should be prioritised equally. The following table lists the priorities of the individual modules and the functionalities they contain.

Module	Brief description	Priority
Staff planning	Core functionalities of planning, assigning employees, team overview and work data visualisation.	1
Project management	Creating, editing, archiving, cancelling and deleting projects and events	1
Employee application Apps/ Web portal	This module covers the interaction between employees and planners within the software.	1
E-mail communication	Various functionalities enable communication via e-mail with employees. E-mails can be triggered automatically or composed individually.	1
SMS communication	By means of an interface to external SMS gateways, SMS can be sent directly through Staffcloud. Smartbridge is not responsible for issues caused by the SMS provider.	2
Data management	In this area, employee and customer data can be viewed and edited.	2
Applicant management	This module enables the management of applicants.	2
Export	In this area, data can be exported from Staffcloud according to user-specific requirements.	2
Teamleader App	General functionality of the Teamleader app	2
Any further modules		3

Severity

In this section, the severity of a problem or error is defined. Although the definitions are phrased as precisely as possible, the parties are aware that the assessment of the severity may be perceived differently by each party. Both parties undertake to strive for a mutually agreeable solution in case of disagreement.

Severity	Description
Low	An error impacts the smooth operation of a module. The error affects isolated functionalities within a module. It is possible to continue working within the module with slight restrictions.
Medium	Individual elements of a module are erroneous or have failed. Work is restricted, but can continue within the module.
High	A failure severely impairs functionality. The core functionalities of a module are down. Work within the module is subject to severe restrictions.
Critical	The module has failed and cannot be used.

Customer support

Fair Use Policy

Customer support is included in the usage fees and forms a supporting element in working with the software. If support usage differs significantly from normal usage, or if there are indications that support is being used excessively, for example, if the number of tickets or calls is significantly higher than the relative average of all users (taking into account the number of active users per customer), Smartbridge reserves the right at any time to restrict (temporarily or permanently) or discontinue services, or to take other appropriate measures such as back-charging for excessive support. In such cases, Smartbridge will notify the customer of such excessive usage and will work with the customer to find an appropriate solution, such as (chargeable) planner retraining.

Support Channels

Our support can be reached in several ways:

- Via the support portal: https://support.staff.cloud
  Here, customers can view knowledge base articles and, by logging in, also view previously created support requests.
- Via the support widget in the respective customer instance
- Via email to support@staff.cloud
- By phone: +41 44 505 11 33

As a rule, support requests should be well documented (see Responsibilities). The use of the various support channels is recommended as follows:

		Severity of the problem			
		Low	Medium	High	Critical
priorites	1	Support portal Widget E-Mail	Support portal Widget E-Mail	Phone call*	Phone call*/SMS
	2	Support portal Widget E-Mail	Support portal Widget E-Mail	Phone call*	Phone call*
	3	Support portal Widget E-Mail	Support portal Widget E-Mail	Support portal Widget E-Mail	Support portal Widget E-Mail

* The support contact may, after an initial assessment, request further information regarding the issue (such as screenshots), which the customer must additionally provide via one of the other support channels mentioned.

Response times

The specification of response times defines the time that may elapse from the time of receipt within office hours. Calls will be answered exclusively within office hours. These are:

Monday to Friday (on Austrian working days): 09:00 AM - 05:00 PM CET

Thus, if a support request is received at 07:00 PM, the relevant start time for calculating the response time is 09:00 AM on the following working day. This methodology also applies on weekends and public (Austrian) holidays.

Response times are defined as follows:

		Issue severity			
		Low	Medium	High	Critical
Priorities	1	4h	3h	2h	0.5h
	2	8h	6h	3h	1h
	3	16h	10h	8h	4h

1) In the event of a critical issue with a priority 1 module on weekends/holidays, an SMS can be sent to +41 78 878 03 94 or +41 79 335 24 30. From the time of receipt, Smartbridge must respond within 8 hours and start remedying the issue.

Responsibilities

This section stipulates the responsibilities of the customer and Smartbridge within the scope of support operations.

<u>**Smartbridge:**</u>

- Responding to support requests within the aforementioned timeframes

- Taking measures to escalate and resolve issues in an appropriate and timely manner

- Ensuring good communication with the customer at all times

<u>**Customer:**</u>

- Training new users and employees

The customer undertakes to sufficiently train their users and employees, particularly any new users, in the use of Staffcloud. The customer is responsible for ensuring that users are familiar with the processes related to the use of the software.

- Nominating a single point of contact

The customer nominates one person within their organisation who is proficient in the use of Staffcloud. Any queries regarding the software should first be brought to this person. In the event that they cannot answer the query, support can be contacted.

- Issue documentation

Any issue reports should be well-documented. Wherever possible, screenshots should be provided. Experience indicates that the following information is required in order to determine the nature of the problem:

o Which process is causing the problem? A precise description is required here.

o Who is affected by the problem?

o Which project or event is affected by the problem?

o On which device was the problem registered and which browser was used?

o In case an issue is noted by employees: Which app is affected (Android, iOS or mobile browser version)? Which operating system is used?

- **Problem-solving process**

The customer commits to thoroughly assessing any issues reported by planners or employees. The customer shall attempt to resolve the problem independently as far as possible. Only when these reasonable efforts are fruitless, can Smartbridge subject the issue to a thorough assessment.

Exclusions

This SLA is based on partnership and collaboration. Smartbridge endeavours to do everything in their power to resolve issues in a timely manner. However, there are some exclusions:

- Customer provides employee support

The client's employees are not entitled to receive direct support from Smartbridge. In the event that issues occur, employees are to consult the client. The client must make every effort to investigate the problem themselves (see Responsibilities).

- Customer is obliged to conduct employee training

The support team is not required to answer simple questions regarding the use of the software. It is the customer's responsibility to train users and employees to use the software (see Responsibilities), and to refer to the available help articles in the support portal.

- Extended services are chargeable

Support is limited to answering inquiries about specific problems in the use of Staffcloud and performing simple configuration tasks. The implementation of complex configuration tasks or customisations is not included in this SLA and will be charged separately. Prices for complex configuration tasks, adjustments and retraining are listed in the appendix.

Resolution times

Smartbridge endeavours at all times to remedy any problems as swiftly as possible. Smartbridge recognises that the customer's computer systems are business-critical and downtimes can have a financial impact.

However, Smartbridge cannot guarantee fixed resolution times – since the nature and causes of problems can vary widely.

For instance, it may be possible to resolve a serious server problem within a few minutes through a simple restart. However, if a server fails due to a disk or hardware error (which is also classified as a severe issue), it may take significantly longer to restore it.

In all cases, Smartbridge endeavours to do everything in their power to resolve any issues as quickly as possible. In addition, Smartbridge will provide the customer with frequent progress reports. The current status of all systems can be found on the status page https://staffcloud.freshstatus.io/. Announcements for planned maintenance work and/or error reports will be published here as well.