

Service Level Agreement

Revision Date: 19 April 2018

This Service Level Agreement (SLA) is a part of, and refers to, the ISL Online License Agreement (LA) between You and ISL Online for the Software Products provided by ISL Online.

Definitions

Service Period.

The period during which Your ISL Online Account is licensed (valid Hosted Service subscription or valid Extended Support Service for Your purchased Server Licenses).

Service Credit.

A credit approved and given to You in the form of partially extending Your Service Period. One (1) Service Credit means one (1) day and will not result in a refund of any Customer fees due or previously paid. You agree to provide reasonable information as required by ISL Online for proper diagnosis/repair and for proper calculation of any applicable Service Credits.

Service Credit does not apply as a result of: a) unavailability due to Scheduled Maintenance; b) periods of unavailability during which Your ISL Online Account is not in good financial standing or You are in violation of our LA; c) circumstances beyond our control, including, without limitation, acts of any governmental body, war, embargo, fire, flood, extended unavailability of Public Utility Service or unavailability or delay in telecommunications, or Internet Service Providers; d) Your misuse of the Software Product.

Service Level Commitment on the Hosted Service

ISL Online is committed to providing a reliable, high-quality network to support its network services (Hosted Service). We endeavour to ensure that the Hosted Service is available at least 99.95% during the calendar year. In the event that Hosted Service availability falls below 99.95% for the given calendar year, You are entitled to initiate a Service Credit Claim Process, and if approved, we will credit Your Hosted Service account with 30 Service Credit(s).

Scheduled Maintenance

Scheduled Maintenance shall mean any maintenance performed by us. We will notify You via email at least 48 hours in advance of any Scheduled Maintenance. We agree to make reasonable attempts to perform Scheduled Maintenance during historically low-use hours based on average use by our Customers. We reserve the right to occasionally perform Emergency Maintenance, of which You will be informed by email less than 48 hours in advance.

Standard Support Services Provided by ISL Online

The ISL Online Headquarters team and our Authorised Partners worldwide are available to assist You with sales inquiries, technical issues, or other questions. Please contact us anytime via live chat, email, or phone. To deliver the best customer support service, we always try to appoint the most appropriate partner to You, according to Your location, native language and other preferences. When local (native language) operators are not available, support will be provided in the English language.

Working Hours.

Weekdays (08:00 - 22:00 CET, except 1/Jan, 1/May, 25/Dec).

Standard Response and Resolution Times.

| Type of Issue | Description | Response Time | Resolution Time |
|---------------|--|----------------------|-----------------------|
| Critical | Whole or a critical part of the Service is unusable, causing immediate impact on all users. | 4 hours (1 SC/h) | 8 hours (1 SC/h) |
| Major | A significant, but not immediately critical part of the Service is unusable; quality of service is temporarily lower; reduced usability of the service for more than 50% of users. | 8 hours (1 SC/h) | 3 days (1 SC/day) |
| Discomfort | Non-urgent issues which do not compromise the functionality of the service but cause uncomfortable usage for more than 50% of users. | 3 days (1 SC/day) | 30 days (1 SC/day) |

The table above indicates the Standard Response and Resolution Times for support services provided by the ISL Online Headquarters. The number of Service Credits (SC) which can be claimed if we exceed Standard Response and Resolution Times are also indicated in the table. However, the maximum number of Service Credits which can be claimed cannot exceed 30 SCs.

Disclaimer.

We do not provide support for other things than ISL Online software, e.g. server maintenance, operating systems, and general computer errors. While our expert tech supporters always do their best to assist You and sometimes help with issues unrelated to ISL Online, please understand that such issues are beyond the scope of our support.

Premium Support

Premium Support is available for an additional fee to ISL Online users with 10 or more licenses. It is a service beyond the standard support included in the license. Premium Support guarantees shorter response and resolution times and entitles You to more Service Credits. Premium Support users will be given emergency phone numbers, which should be used for reporting the Critical issues only. Issues reported by the Premium Support users will be assigned a KAP number (Key Account Project) and users will be promptly notified about the issue resolution progress.

Working Hours.

24 / 7 / 365

Premium Support Response and Resolution Times.

| Type of Issue | Description | Response Time | Resolution Time |
|---------------|--|---------------------|-----------------------|
| Critical | Whole or a critical part of the Service is unusable, causing immediate impact on all users. | 2 hours (2 SC/h) | 4 hours (2 SC/h) |
| Major | A significant, but not immediately critical part of the Service is unusable; quality of service is temporarily lower; reduced usability of the service for more than 50% of users. | 4 hours (2 SC/h) | 2 days (2 SC/day) |
| Discomfort | Non-urgent issues which do not compromise the functionality of the service but cause uncomfortable usage for more than 50% of users. | 1 day (2 SC/day) | 15 days (2 SC/day) |

The table above indicates the Standard Response and Resolution Times for support services provided by the ISL Online Headquarters. The number of Service Credits (SC) which can be claimed if we exceed Standard Response and Resolution Times are also indicated in the table. However, the maximum number of Service Credits which can be claimed cannot exceed 60 SCs.

Disclaimer.

Premium Support assures immediate remote help for critical issues affecting performance of ISL Online Software Products. Telephone calls involving issues unrelated to ISL Online or insignificant matters that could easily be solved by the customer (e.g. How do I start a new session?) will be charged extra.

Reporting an Outage or Failed Service

You agree to notify us immediately if You suspect the Hosted Service is unavailable or if You notice any other outage or failed service. A proper issue report will entitle You to initiate a Service Credit Claim Process. We ask our Authorised Partners to provide the same level of support services for users as the ISL Online Headquarters but we cannot guarantee their response and resolution times. Only those issues reported to the ISL Online Headquarters will be subject to Service Credit claims.

Issues can be opened by telephone or by Live Chat from the ISL Online's official website during the ISL Online working hours. When You reach an operator from the ISL Online Headquarters Customer Care team, You need to provide: (a) Your ISL Online Account's username and contact information; (b) the date and beginning time of the outage or failed service; and (c) a brief description of the characteristics of the claimed outage or failed service. The issue will be considered as opened when You receive a written confirmation and the issue request ID from the operator.

Depending on the nature of the issue and for the successful diagnosis and / or resolution of the issue it might be necessary for You to provide us with some further information, or for us to arrange a remote desktop debugging session with You. Your failure to cooperate with us during the resolution process could invalidate Your Service Credit claims.

Service Credit Claim Process

In order to initiate a claim for Service Credit, You must contact ISL Online Headquarters within seven (7) business days after the end time of the claimed outage or failed service for which credit is requested. The Service Credit request must provide: (a) Your ISL Online Account's username and contact information; (b) the date and beginning/end time of the claimed outage or failed service; and (c) a brief description of the characteristics of the claimed outage or failed service.

You will be notified via e-mail upon resolution of the request. If rejected, the notification will specify the basis for rejection. If approved, ISL Online will issue Service Credit to Your ISL Online Account. Multiple Service Credits will not be given for the same period of time, i.e. failure to meet multiple criteria during a period of time generates only a single Service Credit. The total number of all Service Credits for all failures occurring in a given Service Period may not exceed 90 days. Service Credits may not be received in the form of a refund.

Acceptable Use Policy

If ISL Online Account is used for illegal purposes or any operation that might be harmful to ISL Online, we reserve the right to terminate Your service without notice. We prefer to advise customers of inappropriate behaviour and any necessary corrective action, however, flagrant violations of the Acceptable Use Policy will result in immediate termination of service. Our failure to enforce this policy, for whatever reason, shall not be construed as a waiver of our right to do so at any time.

Modifications

We reserve the right to change or supplement this SLA at any time. Any changes will be posted to this website along with the effective date. We urge you to monitor this website to stay abreast of any changes. In the event that the modifications materially alter your rights or obligations hereunder, we will make reasonable efforts to notify you of the change. Your continued use of our products and services after the revised SLA has become effective indicates that you have read, understood and agreed to the current version of this SLA.