

SBS SaaS Service Level Agreement

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Feature	Standard
Method of Access for SBS ServiceDesk	Online service management tool
Level 0 and level 1 team availability	Business hours Mo-Fr 8AM-6PM
Business hours and On-call	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1)
Number of support Requests	Unlimited
Product Service Availability	99,9%
Environment Availability	Production: 24/7/365 Trial and pre-production: business hours
TTRespond	P1: 30 minutes in business hours x
TTResolve Critical: Priority 1 High: Priority 2 Medium: Priority 3 Low: Priority 4	Only for production environment. A critical incident is a total unavailability of the platform P1: workaround: 4 hours – permanent resolution: 2 days P2: workaround: 1 day – permanent resolution: 4 days P3: Best effort
Additionally for Disaster Recovery:	
RTO (Recovery TimeObjective) Time to restore the service	24 hours
RPO (Recovery PointObjective) Max accepted loss of data	1 hour
DRP test frequency	1 test/year (execution report will be communicated to the Customer) on a "Production like" environment
Service High disponibility area	2 sites in Dublin
Service Backup area	Dublin & Paris
Software enhancements and comitology	
Software release	1 release each 3 weeks
Comitology	1 meeting per year on service 1 meeting per year on security Release notes for software updates and bug fix