

# Service Level Ag



## TERAPAGE SERVICE LEVEL AGREEMENT

---



[www.terapage.ai](http://www.terapage.ai)

## Terapage Software Service

With Terapage Software Service, you are assured of round-the-clock availability of our services at any given time throughout the contract period. However, downtime may be experienced when Terapage carries out routine system maintenance. During this time, the client is always notified a week in advance for proper planning to avoid any inconveniences.

## Data Centre Infrastructure

AWS cloud hosts the Terapage. More details about AWS SLA can be accessed through the link: <https://aws.amazon.com/compute/sla/>

## Problem response time

Terapage has made it easier for clients to raise concerns via telephone support and priority in-app or email support at [support@terapage.ai](mailto:support@terapage.ai). These platforms are available for raising concerns between 9AM and 6PM GMT, from Monday to Friday, except UK bank holidays.

In the event a problem is encountered, only priority 1(critical) issues will be addressed out of the standard business hours highlighted above. Any other non-critical business problems reported such as; major, ordinary or low priority problems will be addressed within one business day, or more.

Clients are urged to use: <https://terapage.raiseaticket.com/support/#/newticket> to submit any electronic support problems that may arise at any given time during the contract period.

## Target resolution time

Problems that may arise during operations are categorised into four, depending on the severity of the trouble.

- Critical priority malfunction – This malfunction may occur when there is a service outage or a major application problem making it impossible to use the service. In this case, Terapage responds within an hour to restore the problem.

- A major priority malfunction occurs when a large number of users are impacted and no workaround exists. Terapage will verify the problem within one business day.
- Ordinary priority malfunction is experienced when the problem impacts a small number of users, but a workaround exists. In this regard, Terapage will take one week for problem verification.
- Low priority malfunction is when there is no immediate impact on users. For example, when there is a request for a new feature. In such case, Recollection does not set a specific timeframe.

It is important to note that the resolution time stated above for the troubles highlighted are targets and are therefore not cast on stone. They may change or vary depending on the prevailing circumstances at the time of occurrence.

## Credits

Our clients qualify for credits when Terapage fails to honour the 100% availability promise. A credit translates to one full day for when the confirmed downtime occurred and the total cumulative credits should not exceed a maximum 100% of the time the contract is active.

Credits can only be redeemed when the contract is still active. Once redeemed, Terapage spreads them throughout the validity period of the contract.

## Limitations on credit

A client may miss out on the credits in case of the following eventualities;

- When the client violates the service agreement with Terapage. The agreement includes payment obligation. This can only be reversed if the client cures the breach.
- When the downtime experienced is caused by the client's misuse of the software service or breach of agreement with Terapage.
- In the event downtime or outages stem from; denial of service attacks, virus activity, hacking attempts or any other circumstances that are not within the control of Terapage.

It is imperative that a client submits a credit request in writing to the Terapage account manager or via email to [support@terapage.ai](mailto:support@terapage.ai) to make claim for their credit. This should be done after the end of downtime but within the active service period.

The customer must adequately prove that they were adversely affected and suffered significant losses as a result of the downtime for them to qualify for the credit.

All incentives offered by Terapage, including credits and guarantees shall not exceed the 100% of the contracted service period. Should it occur that the cumulative incentives surpass the 100% contracted service period, the excess shall be written off and not carried forward to future Terapage sites.

## Exclusions

There has to be a properly executed and active contract and the services delivered on production -grade site running Terapage for the Service Level Agreement to be implemented. Anything short of these requirements calls for exclusion of the services listed herein;

- Trial or evaluation-based services and sponsored sites delivered for free to a client by Terapage.
- Low priority and ordinary priority service problems which are not considered for service credit.

## Meaning of terms

The following phrases have been used in this Service Level Agreement document. Here are their meanings in the context in which they have been used, for easier interpretation of this document.

- ‘Software service’- the phrase refers to the client’s subscription of the special Terapage services
- ‘Service period’- this means the subscription period when the client will utilize the services of Terapage on a mutually agreed contract between the two parties.

‘Scheduled maintenance’ – this means a routine system clean-up executed by the system providers to ensure continuous smooth operation of the software. This system maintenance is announced at least five business days in advance and does not go beyond an hour.