Service Level Agreement

Terms of Use

UnifyApps shall use commercially reasonable efforts to achieve the availability targets set forth below.

Availability Target

UnifyApps shall use commercially reasonable efforts to maintain Availability of the Platform 99.5% of the time during each calendar monthly reporting period, excluding below mentioned scenarios :

1) Emergency maintenance (UnifyApps reserves the right to perform any required emergency maintenance work outside of the planned downtime window. UnifyApps will use reasonable efforts to notify the Customer before commencing and will use reasonable efforts to limit the impact on the customer);
2) Planned Downtime (UnifyApps will use reasonable efforts to notify the customer 24 hours before commencing);
3) Unavailability caused by acts or omissions of customer or its agents;
4) Unavailability caused by network unavailability or bandwidth limitations outside of the Unifyapps network;
5) Issues arising from problems in the software, firmware or hardware of Unifyapps' suppliers;
6) Hacks, malicious introduction of viruses, disabling devices, and other forms of attacks that disrupt access to the Platform;
7) Power outages or other telecommunications or Internet failures; and
8) Events outside of UnifyApps' control.

The Availability of the Platform for a given calendar month will be calculated according to the following formula (referred to herein as the "Availability") :

> **Availability = ((Total minutes in the month - Total minutes in the month that Platform is unavailable) x 100) / (Total minutes in the month)**

Unifyapps's records and data will be the sole basis for all SLA calculations and determinations.

Enterprise Support Factsheet

First Response SLA

Severity Level	Response Time
Severity 1	1 Hour
Severity 2	4 Hours
Severity 3	8 Hours
Severity 4	12 Hours
Target Resolution or Mitigation	**Enterprise Support**
Severity 1	4 Business Hours
Severity 2	8 Business Hours

Severity 3	1 Week or Next Release
Severity 4	2 Weeks or Next Release / Future Releases
Services	**Enterprise Support**
Assigned Resources	General Support Team
Technical Support	24*7 Days via Email and Web Tickets

Severity of Issues	
Severity Level 1	Major service disruption. Issues that significantly impact the performance and functionality of all major functions of the UnifyApps platform causing severe disruption to account holder's use of the UnifyApps platform.
Severity Level 2	Key functionality impaired. A temporary workaround available. Issues that significantly impact the performance and functionality of a key function of the UnifyApps platform that causes significant disruption of account holder's use of the UnifyApps platform.
Severity Level 3	Moderate impact. Reasonable workaround available. Issues that significantly impact the performance and functionality of a function of the UnifyApps platform that causes some degradation in account holder's use of the UnifyApps platform.
Severity Level 4	Minor impact. Issues that are minor or cosmetic, usability or documentation-related issues or general product feature/function queries.

Contact us
Support Email ID : support@unifyapps.com
Webpage : Unifyapps.com

UnifyApps Support does not include :
(i) Developing applications for customer, answering questions on customer's application architecture or on recommended development patterns best practices
(ii) Debugging customer' applications
(iii) Analyzing and troubleshooting the performance of customer's applications or infrastructure
(iv) Performing system administration tasks (including network tasks and troubleshooting networking issues) on self-managed installations

Additionally, UnifyApps shall have no obligation to support :

(i) Software installed on any hardware and/or interfaces that are not supported by UnifyApps

(ii) Incidents caused by Customer's negligence, abuse or misapplication or use of the UnifyApps platform other than as specified in the Documentation, in the applicable agreement(s) or Order(s)

(iii) Modifications by anyone other than UnifyApps or its contractors

(iv) Failure to operate the Platform in accordance with the user guides

Language

Customers can communicate with UnifyApps Support in English.