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# INTREFACE SERVICE LEVEL AGREEMENT (SLA) V1.2

## 1. Description of Service

- 1.1. This SLA covers the Support Services provided by Intreface Limited to its partners and client users of Bitrix24 products.
- 1.2. This service supports the day-to-day usage of the Bitrix24 system and bug-fixing.
- 1.3. This service explicitly does not cover the creation of new functionality not provided as standard in the Bitrix24 system
- 1.4. Technical support requests are classified in several service levels (SLA– Service Level Agreement). The service levels differ in response time and other parameters and depend on a client category and/or a problem category.
- 1.5. Technical support requests are processed on a first-come, first-served basis. Maximum response period is defined by the defined service (SLA) level. High urgency level requests that require immediate response or direct help of tech support specialists may be processed out of turn. High-urgency requests are those concerning the full or partial recovery of web projects.

The problem-solving period depends on the request urgency level, problem complexity and the potential need to hand the request over to the development department.

- 1.6. Problems that cannot be resolved in the context of the current software version are sent to the development department, which means that the fix will be included in the subsequent update. The planned term of the software update release is defined during the problem diagnostics respecting the general software development plan.

## 2. Service Standards

- 2.1. Services Uptime Commitment for Hosting Solutions
  - 2.1.1. Subject to the terms of this SLA, Intreface will have a 99.9% availability each calendar month (the “Uptime Commitment”).
  - 2.1.2. The availability of the services for a given month will be calculated according to the following formula (referred to herein as the “availability”): Where: Total minutes in the month= TMM; Total minutes in month Unavailable = TMU; and:  $Availability = ((TMM-TMU) \times 100)/TMM$ .
  - 2.1.3. For purposes of this calculation, each service will be deemed to be unavailable to the extent the applicable server will not accept connections. A service will not be deemed unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth below in this SLA. Intreface records and data will be the sole basis for all SLA calculations and determinations.
  - 2.1.4. A service will not be considered to be unavailable for any outage that results from any maintenance performed by Intreface:
    - Of which the client is notified at least 24 hours in advance.
    - During the client’s implementation period.
    - During current standard maintenance windows (collectively referred to herein as “Scheduled Maintenance”).
    - As a result of the client’s request outside of the normally scheduled maintenance.
  - 2.1.5. A service will not be considered unavailable for any outage due to:

- The client's data or application programming, acts or omissions of the client or its agents, failures of equipment or facilities provided by the client, network unavailability or bandwidth limitations outside of the Intreface network.
- Issues arising from bugs or other problems in the software, firmware or hardware of Bitrix24 suppliers.
- Force majeure events. The configuration being provided under this SLA is based on assumptions made by the client and based on information provided by the client. As a result, Intreface will not be responsible, under this SLA or otherwise, for any outages or performance issues caused by inaccuracies in these assumptions, including equipment and software failures or performance problems caused by traffic volume or the number of concurrent user sessions.
- This SLA is based on a standard configuration of the services to provide the performance level contemplated by the Uptime Commitment in this SLA. If Intreface notifies the client that it has determined that the client's configuration is not suited to provide this level of performance, this SLA will be suspended until the client and Intreface agree upon and implement a new or modified configuration designed to provide this level of performance.

2.2. Intreface commits to providing service per the table below, notwithstanding delays from causes listed in 2.3. Please note that all response and resolution times are in working hours which are further detailed in 2.4.

PRIORITY	DESCRIPTION	RESPONSE WITHIN
P1	The whole system or significant parts of it are unexpectedly down	4 Hours
P2	A bug, issue or query affecting multiple users is preventing those users from performing their role	6 Hours
P3	A bug, issue or query for which a workaround is in place or which does not prevent users from working in the system	8 Hours
P4	An issue or query which is affecting non-essential services or parts of the system	12 Hours
P5	An issue or query which has a negligible effect and can be dealt with 'as-and-when'.	24 hours

2.3. The resolution time is measured from first submission to solution delivery but excludes the following:

2.3.1. Non-working time (see 2.4 below)

2.3.2. Time between requesting information from a client or parties contracted by the client and the receipt of a response

2.3.3. Time lost to:

- Lack of information required to resolve the problem.



- A problem that cannot be reproduced using a similar hardware configuration, or a client's website cannot be accessed using the authorisation information provided in the technical
- The problem requires custom improvements of products that are currently being developed or not planned to be included into a later product release at all.
- Improper use of products, including product kernel modification, exceeding of the allowed number of software installations, or general violation of terms and conditions of the User License Agreement and/or Service Level Agreement.
- Use of unlicensed copies of products.
- Incorrect, incomplete or misleading information given by the client
- Force Majeure events (see the Support Agreement)

2.3.4. Any other time period agreed by all parties to be non-SLA time

2.4. Working time is defined as 5am to 10pm GMT Sunday to Friday.

### 3. Duration

3.1. This SLA will apply from the effective date of the client's Software Support Agreement and shall remain applicable until the Software Support Agreement is terminated.

3.2. The SLA may be updated by Intreface Limited or its subsidiaries or successors from time to time. The updated version will replace this document in its entirety and this document will immediately cease to be valid.

### 4. Scope and Procedures

4.1. The scope of the Support Services is as follows:

4.1.1. The following items are considered within the scope of the service:

- Advice or guidance on the usage of existing features of the system except where this is covered by the provided documentation or where training is required (see below)
- Resolution of queries and issues pre-existing in the system or introduced by the actions of Intreface or its subsidiaries
- Advice or guidance regarding software or hardware interactions with the system
- General maintenance advice such as back-up software and scripts
- Guidance on data imports
- Explanation of general principles of integration of products in website design using the integration manual or other software documentation.
- API usage consultation.
- Feature Request submission

- 4.1.2. The following items are explicitly not within the scope of the service
- Functional changes to the system
  - Training
  - Installation, maintenance or removal of any software or hardware except where specifically stated in 4.1.1.
- 4.1.3. Training vs support
- Training is required when system users require advice that is of a complexity requiring more than 20 minutes to answer. This is necessary to ensure that the best possible service is provided to clients.
- 4.2. Technical Support Procedure
- 4.2.1. Before the technical support service is contacted, the client should study all the reference information available about the problem in the documentation, manuals, FAQ and forum. If the problem is similar to one in the documentation or in a forum discussion but still requires support, a reference to the original document or discussion must be included in the support request.
- 4.2.2. The technical support procedure is initiated by a technical support request posted in a technical support ticket. A technical support ticket can be submitted in a number of ways:
- by clicking on the "Submit a Ticket" button available in the portal at <https://helpdesk.intreface.com>.
  - by sending an email message to Technical Support Department at [support@intreface.com](mailto:support@intreface.com).
  - by telephoning or emailing the dedicated support contact.
- After a request (a technical support ticket) is submitted, it will be processed by the Technical Support Department staff.
- 4.2.3. Each technical support ticket should include the following information in order to reduce the time required to resolve the issue:
- The problem description and the step-by-step procedure to reproduce the error.
  - The URL of a site where the problem occurs.
  - The software version number and the edition name.
  - The technical support specialists may inquire about information concerning the server software configuration and versions, and the configuration of a client's software (browser).
- All problems should be described using commonly accepted web programming, software or hardware terminology.
- 4.2.4. If a certain action is required to be performed on the client's web server to resolve the problem, the support specialist may require the product license key and the web server authorization information for administration access.

Note that additional information like FTP, SSH or the hosting server Control Panel login and password may be also requested in some cases, for example, when additional measures have to be taken in order to recover the project operation or to diagnose update problems.

The authorization details (login and password) submitted to the technical support team should be changed immediately after the problem is resolved. The technical support staff cannot and will not be responsible for the client's web project, personal data, or hardware and software performance after the problem is resolved and/or when the corresponding technical support ticket is closed.

- 4.2.5. Each time a client submits a technical support ticket or sends a message that is further accepted and regarded by the technical support staff as a technical support ticket, the system automatically generates and sends a notification stating that the issue will be taken care of according to the service level assigned.
- 4.2.6. After the technical support staff has received a ticket, the client receives a notification, which includes the technical support ticket information with a unique ticket identifier (TID). If technical support is done via email, clients have to preserve the TID in the e-mail message subject field during the whole period of correspondence with the technical support staff. The forthcoming messages are appended to the initial message automatically. Clients can view the full correspondence in the technical support section of the website.
- 4.2.7. When creating a ticket or sending a support request via e-mail, you can include screenshots and other images that can help to identify and resolve the problem. Screenshots are to be created in PNG, GIF, JPG formats (graphics in BMP format must be compressed using a RAR or a ZIP archive).
- 4.2.8. If a request is sent via the e-mail, it must contain the correct registered user information: the e-mail address, the site login, etc. The specified information is used to uniquely identify a user to assign them the appropriate service level. Clients should understand that a commercial SLA level will be assigned only to a request that is sent from a registered e-mail address.
- 4.2.9. Answers to the common, frequently asked questions can be given in the form of web links to corresponding pages of the online documentation, documentation download page, forum topics, or the FAQ section answers. The technical support staff can also provide links to help topics published on other web resources, as well.
- 4.2.10. Third-party mail services and spam filters may be a serious obstacle to initiate a consulting process. The problem is treated as accepted only if a client has received a confirmation message containing a unique number (a ticket ID, TID). This means that the message has been checked by the anti-spam system successfully and registered in the support system.
- 4.2.11. The progress of problem solving can be monitored on the support website. You should be logged in to view your technical support ticket progress in the portal at <https://helpdesk.intreface.com>.

## 5. Evaluation Criteria

- 5.1. Monitoring of SLA performance will be conducted using the metrics provided by the Bitrix system. This will monitor response times for all tickets. Reports on this performance will be issued to customers within 24 working hours of a request.

- 5.2. The client will have the rights set forth below relating to Intreface provision of the services. This SLA provides the client's sole and exclusive remedy for Intreface failure to provide the services or meet the Uptime Commitment. All standards and commitments are subject to the limitations and exclusions set forth herein.
- 5.2.1. If the availability of services for a given month is less than the applicable Uptime Commitment, but 98% or higher, Client will receive a 25% service credit for the hosting services for such month. If the availability of services for a given month is lower than 98%, the client will receive a 50% service credit for the hosting services for such month. Monthly hosting service charges are calculated from the annual hosting fee divided by 12.
- 5.2.2. In the event the client is not up to date with their payment obligations when an outage occurs, remedies will accrue, but service credits will not be issued until the client becomes up to date with their payment obligations.
- 5.2.3. To receive service credits, the client must submit a written request to [support@intreface.com](mailto:support@intreface.com) within 30 days after the end of the month in which the services failed to meet the Uptime Commitment, or the client's right to receive service credits with respect to such unavailability will be waived.

