



SERVICE LEVEL AGREEMENT (SLA)

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Agillic A/S
Masnedøgade 22
2100 Copenhagen Ø
Denmark

contact@agillic.com
www.agillic.com

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1. UPTIME

1.1 Agillic shall ensure that the Platform maintains a minimum uptime of 99% during each calendar quarter excluding downtime due to force majeure events, upgrades, or maintenance service windows:

- Agillic may use a service window with possible platform downtime of up to thirty (30) minutes, on Tuesdays between 10.00 pm CET/CEST and 1:00 am CET/CEST without prior notice.
- Agillic may use a service window for up to sixty (60) minutes once a month after due notice to the client. Due notice is written notice no less than five (5) business days in advance.
- Agillic may also on rare occasions deploy changes that are deemed critical and urgent, e.g. critical security updates or bug fixes, with no prior notice.

1.2 Uptime is defined as availability of the Platform measured via uptimerobot.com maintained by Agillic.

1.3 Agillic shall take reasonable measures to minimise the impact of any planned or unplanned downtime and promptly restore service availability in the event of an outage.

2. SUPPORT

2.1 Support is offered primarily via support tickets and may be supplemented with phone calls to users that have completed Agillic's [training course](#).

Support tickets: <https://support.agillic.com>

Feature documentation: <https://support.agillic.com>

Technical documentation: <https://developers.agillic.com>

Support phone: +45 78 79 37 38

Note: Remember to create a support ticket prior to calling otherwise Support cannot log into your solution and investigate the problem.

2.2 Support is provided in business hours defined as between 9 am and 5 pm CET/CEST from Monday to Friday excluding [Danish public holidays](#). Support is not available two days yearly for internal workshops. The dates will be communicated no later than fourteen (14) days before.

2.3 Report urgent incidents as defined in section 3 to +45 27 82 98 29 – available 24/7, but not for support issues.

2.4 Professional Services, e.g. production of campaigns, development of templates, import/export of data and reporting in the Platform, are not included in Agillic's support offerings.

2.5 Agillic is not responsible for and does not provide support for:

- custom templates, configuration, and code implemented in the Platform;
- investigation or resolution of incidents caused by templates, code or other assets implemented by the Client;
- investigation or resolution of incidents and unexpected behaviour caused by the Client's configuration of the Platform, e.g. campaign flows.

In special cases Agillic may, subject to additional fee, decide to provide assistance to resolve such issues.

3. RESPONSE TIME

Priority	Definition	First response
Urgent	<p>A verifiable issue caused by a system malfunction that is either:</p> <ul style="list-style-type: none"> ● blocking transactional communications (email, sms, etc.); ● corrupting recipient data in Production environment; ● sending incorrect communication to recipients. 	Max sixty (60) minutes
High	<p>A verifiable issue caused by a system malfunction that is either:</p> <ul style="list-style-type: none"> ● causing low platform performance that is seriously affecting campaign activities for more than sixty (60) minutes; ● blocking publish from the Staging to the Production environment; ● blocking reports on active campaigns. 	Max four (4) hours during business hours
Normal	<p>A verifiable issue caused by a system malfunction that is either:</p> <ul style="list-style-type: none"> ● causing platform performance to be slower than usual; ● blocking reports on past campaigns; ● support requests about upcoming campaign activities. 	Max eight (8) hours during business hours
Low	<p>The Platform is not performing as expected but this has no immediate effect on active campaigns.</p> <p>Helpdesk issue.</p>	Max twenty-four (24) hours during business hours

4. DATA BACKUP

- 4.1 The Platform is built on a high-availability infrastructure, backed by a proven industry vendor. In case of hardware failure, our virtual servers are automatically transferred to new hardware with no downtime.
- 4.2 Backups of Client's solutions incl. configuration and data are conducted on a daily basis and stored for two months off-premise at multiple sites. To comply with the GDPR's "right-to-be-forgotten" regulation, an internal recipient ID is stored and used to re-delete deleted recipients in case of a restore.
- 4.3 Backups are only intended to prevent data loss, in case of hardware failure and not an "extra copy" available to clients in case they delete or corrupt data by mistake.
- 4.4 Clients are advised to backup business critical data via the export function in the platform on a regular basis.

5. UPGRADES

- 5.1 Agillic upgrades the platform on a regular basis and notify clients no less than thirty (30) days in advance and again two (2) business days before the upgrade, which usually is less than thirty (30) minutes where the Client solution is unavailable. The Client may request the upgrade to be rescheduled within the same or following week during business hours by responding to the upgrade notification within five (5) business days.

6. FORCE MAJEURE

- 6.1 The uptime calculation shall exclude any force majeure events, including but not limited to natural disasters, acts of government, power outages, or disruptions caused by a third-party outside the control of Agillic.