

Yappl PSTN SLA

Working Hours are defined as 9.00am to 5.30pm Monday to Friday, excluding public and bank holidays.

All Failures shall be reported by the Customer to Yappl in accordance with following Yappl fault reporting guidelines, stating the nature of the fault and the information required for its resolution.

Once a Failure has been reported and Yappl has performed initial investigations, Yappl will respond to the Customer by email with the following information:

- (a) Priority - classified as 1 - 5;
- (b) Estimated time to resolve Failure for Priority 1 and 2.

Yappl will classify Failures as follows:

Priority 1 - Urgent - Service is down

Priority 2 - High Priority – Services Affected

Priority 3 - Normal Priority – Information Request

Priority 4 - General Enquiry – Account Information

Priority 5 - Feedback / Suggestion

Priority 1 & 2 (Urgent/High) failures will be broken down by severity into the following categories

Severity 1. Services are totally unavailable

Severity 2. Services are usable, but not optimum OR services are unusable by a substantial portion of end-users.

Severity 3. All other minor failures.

Target Response Time and Target Maximum Fix Time

Yappl will use all reasonable endeavours to respond to the Target Response Time and Target Maximum Fix Time for a Customer during working hours UK time, excluding public holidays, where the Failure is reported to support@yappl.com.

Target Maximum Fix Time applies to failures within the direct control of Yappl.

Failure Severity	Target Response Time (where reported by priority 1 ticket)	Target Maximum Fix time	Notes
1	1 working hour	The next working day from when the fault was raised. (Faults reports received after 17:30 will be classed as being raised the following working day.)	For standard Level 2 business lines. Enhanced care options are available at cost.
2	4 working hours	Three working days	Extended diagnostics will be required
3	10 working hours	Three working days	Extended diagnostics will be required