

Yappl SIP 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 (Urgent) failures will be broken down by severity into the following categories

- Severity 1.** Services are totally unavailable
- Severity 2.** Applies only in relation to Premium SMS Services; there are no Severity II Failures of any other Services. Services are totally unavailable on at least one Network Operator Mobile Network, as specified in Severity I above, save that references to Aggregated Mobile Networks there shall be interpreted as references to such Mobile Network(s) for this purpose.
- Severity 3.** Services are usable, but not optimum OR services are unusable by a substantial portion of end-users.
- Severity 4.** All other 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	Progress Reports
1	1 hour	10 hours	Every 60 minutes until resolution
2	4 hours	12 hours	Every 4 hours until resolution
3	10 hours	3 days	At resolution or as agreed for specific Failure
4	3 days	10 days	At resolution