Service Level Agreement

Version: 1.0

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Critical Issues

Definition:

A critical issue is an issue that prevents or unwillingly stops the user from using the service. Any issue in the sign-up stage of the service can also be seen as critical, as this causes the service to be unavailable to the user.

Issues are seen as critical if one of the following scenario's apply:

- The user is unable to register, and thus unable to use the service.

- The user is unable to use the application or service, because of crashes during the usage.

- The user is unable to use the application or service, because main functionality (remote assistance) is not working (correctly).

Time frame:

From the moment a critical issue has arrived in Zendesk, Gemvision will answer to the ticket within 12 hours. As soon as the issue is known, and enough information is gathered to research the cause, the issue will be solved within 24 hours.

Consequences:

Consequences of solving critical issues might be:

- User will need to re-register his or her account.

- User might need to share precise information usage, which could contain personal information. This personal information will only be used to solve the issue, and will be deleted afterwards.

High Priority Issues

Definition:

A High Priority issue is an issue that prevents or unwillingly stops the user from using the service under certain circumstances.

Issues are seen as high priority if one of the following scenario's apply:

- The user is unable login.

- The user is unable to use the application or service, because of client-specific problems during the usage (Specific device problems).

Time frame:

From the moment a high priority issue has arrived in Zendesk, Gemvision will answer to the ticket within 12 hours. As soon as the issue is known, and enough information is gathered to research the cause, the issue will be solved within 36 hours.

Consequences:

Consequences of solving high priority issues might be:

- User will need to re-register his or her account.

- User might need to share precise information usage, which could contain personal information. This personal information will only be used to solve the issue, and will be deleted afterwards.

Medium Priority Issues

Definition:

A medium priority issue is an issue that allows usage of the application or service, but results in errors. The service can be used, but the problems are introduced as high priority by the user, as they are blocking a good way of working.

Issues are seen as medium priority if one of the following scenario's apply:

- The user is being prompted errors continuously during usage of the application or service.

- The user cannot use functionality of the service aside from remote assistance.

Time frame:

From the moment a medium priority issue has arrived in Zendesk, Gemvision will answer to the ticket within 12 hours. As soon as the issue is known, and enough information is gathered to research the cause, the issue will be solved within 72 hours.

Consequences:

Consequences of solving medium priority issues might be:

- User will need to re-register his or her account.

- User might need to share precise information usage, which could contain personal information. This personal information will only be used to solve the issue, and will be deleted afterwards.

Low Priority Issues

Definition:

A Low Priority issue is an issue that allows usage of the service or application, but results in warnings or minor problems, which do not cause problems for the user during usage of the application.

Issues are seen as low priority if one of the following scenario's apply:

- Elements in the application or service are not positioned or aligned as can be seen in the guide.

- Other problems which are not seen as critical, high or medium priority by either Gemvision or the user.

Time frame:

From the moment a low priority issue has arrived in Zendesk, Gemvision will answer to the ticket within 12 hours. As soon as the issue is known, and enough information is gathered to research the cause, the issue will be solved within 168 hours (1 week).

Consequences:

Consequences of solving critical issues might be:

- User might need to share precise information usage, which could contain personal information. This personal information will only be used to solve the issue, and will be deleted afterwards.

Disclaimer

All issues (except critical issues) will be handled from Monday 10.00 until Friday 20.00. Weekends are excluded from the time frame in which issues are answered and solved.

Only critical issues will be handled in weekends. Times are set according to Dutch time zones (Amsterdam: CEST / UTC + 2 or CET / UTC + 1).