



Service Level Agreement
for the provision and
maintenance of
AddVueConnect

1. Subject matter of the Service Level Agreement and TVMC's relationship with suppliers

1.1 Purpose of the Service Level Agreement

This Service Level Agreement (SLA) describes the service levels of TVMC associated with the provision of AddVueConnect. AddVueConnect has been assessed by the Customer and deemed suitable for use within its contract and relationship management processes. AddVueConnect is purchased by the Customer through a SaaS subscription.

1.2 TVMC obligations

TVMC undertakes to (cause to) perform AddVueConnect and any resulting and ancillary activities, including the security and availability of AddVueConnect, the provision of services in User Support and Change Management in a professional manner.

2. User support

2.1 User support within AddVueConnect

Customers receive support within AddVueConnect through the Service page and Message page. (General) information about AddVueConnect is included on the Service page, such as FAQs, terms and conditions and user instructions. TVMC announces maintenance and reports any disruptions on the Message Page. In addition, the functional administrators (ADA role) can display messages.

2.2 User support

The objective of the User Support process is to support Users in the use of AddVueConnect through registration, handling and coordination of Incidents and any relevant communication with the User(s). A central point of contact for the Users shall be put in place with both the Customer and TVMC in this process.

User support includes the following activities:

- First Line Support: performed by the Customer;
- Second-Line Support: performed by the AddVue Service Team
- Third-line Support: performed by or on behalf of the AddVue Service Team.

2.3 Procedure for reporting faults and support

First-line Support is performed by the Customer's AddVue Administrator(s). They are the point of contact for Users with regard to questions about the use of AddVueConnect, information requests and (any) Disruptions. In most cases, the Customer shall be able to handle First Line Support independently. First Line Support is not part of TVMC's standard services.

If the incident cannot be solved by the Customer's AddVue Administrator(s), TVMC's Service Team will be called in for Second-Line Support. Incidents of AddVueConnect can only be reported by Users in the role of AddVue Administrators through e-mail. Priority 1 and 2 incidents are also reported by telephone. The Service Team processes the registration and coordination of the Incidents, as well as the feedback to the Customer's AddVue Administrator(s).

If the Incident cannot be solved by Second Line Support, TVMC will call in and coordinate Third Line Support. TVMC usually makes use of the services of Microsoft with respect to this.

2.4 Disruptions

Disruptions are recorded in the incident back-log of TVMC's AddVue Service Team. TVMC shall make every reasonable effort to resolve the Disruption as soon as possible. The Customer shall in fairness provide his cooperation with respect to this, e.g. by passing on information which may be relevant to resolving the disruption.

If the Second Level Support is the result of improper use of AddVueConnect by users of the Customer and/or the Customer's IT infrastructure, AddVueConnect reserves the right to charge the costs of support to the Customer.

2.5 Prioritisation of Incidents

Incidents transferred to Second Level

Support are prioritised as follows. The following classification is used for the prioritisation of disturbances

Priority	Type of Incident	Description
1	Serious	The application is not at all available or to a very limited extent. Users cannot use AddVueConnect or are hindered in their use to a significant extent and/or there is a serious security problem.
2	Average	A limited number of users is unable to use AddVue, or users are inconvenienced. The use of AddVue is not impossible.
3	Low	AddVue can be continued without restrictions for the majority of Users. Only a few Users are inconvenienced.

Priority 1 incidents take precedence over Priority 2 and 3 incidents and will be handled without interruption within office hours.

2.6 Incident reporting: accessibility, response times and service level

The following provisions apply to Incidents and TVMC's response to the reported Incidents:

Priority	Accessibility	Logging time (if reported in writing)	Service level	Start of rectification work	Service level	Response time	Service level
1	9 am - 5 pm	1 hour	95 %	Immediately after Logging	95 %	8 working hours	95 %
2	9 am - 5 pm	2 hours	95 %	Within one working day after Logging	90 %	Within 2 working days	90 %
3	9 am - 5 pm	1 day	90 %	N/A	N/A	N/A	N/A

Rectification of AddVueConnect due to abuse or incorrect use on the part of the Customer shall be handled within the process User Support or Change Management and charged to the Customer. The Customer is liable for the actions of employees of the Customer or Users of AddVueConnect.

2.7 Availability of AddVue

AddVueConnect is available 7 x 24 hours, excluding the maintenance window. The availability rate is > 99.9 %.



3. Commencement, term and termination

3.1 Commencement, term and termination of Service Level Agreement

This Service Level Agreement constitutes an inseparable part of the Contract between the Customer and TVMC and has a term which runs concurrently with the term of the Contract, with a minimum term of 1 year. In the event of extension of the Contract, this SLA will also be extended, and in the event of termination of the Contract, this SLA will also end. Termination of the Agreement also implies termination of the SLA.

3.2 Transfer of data after termination of the agreement

If the Contract between the Customer and TVMC ends (prematurely), TVMC shall ensure, in response to a Service Request submitted by the Customer, that the Customer's data are provided to him as soon as possible in a customary format. The expected timeframe for this is 4 to 8 hours.

4. Supported web browsers

4.1 Office Browser Support

To take advantage of the most advanced Office functions including the MS Office Webapps in order to edit documents online, it is recommended that you use the latest browser version. The most up-to-date information on the browser support of Office 365 (web apps) is available at:

- <http://technet.microsoft.com/en-us/library/sharepoint-online-service-description.aspx>.

4.2 AddVueConnect Browser Support:

AddVueConnect has the following browser support:

Google Chrome - latest version

Mozilla Firefox - latest version

Microsoft Edge - latest version

Opera - latest version