

SEVICE LEVEL AGREEMENT (SLA)

E-MAYNZ (PVT) LTD.



Maynz

Document Owner:	e-Maynz (Pvt) Ltd

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Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between e-Maynz (Pvt) Ltd and its valid clients for the provision of Bulk SMS services required to support and sustain the e-Maynz Bulk SMS application.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the e-Maynz (Pvt) Ltd and its valid clients. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement.

This Agreement outlines the parameters of all covered e-Maynz (Pvt) Ltd Bulk SMS services, as e-Maynz (Pvt) Ltd and its valid clients mutually understand them. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

1 Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

2 Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): e-Maynz (Pvt) Ltd
IT Customer(s): subscribing clients

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

3 Service Environment

The following information provides detail on the users, tools, applications and/or other components supported by this SLA:

User Base Description:	All subscribing clients
Infrastructure Services:	e-Maynz Bulk SMS

4 Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Project Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

5 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1 Service Scope

The following Services are covered by this Agreement.

Reference No.	Service
1	<i>Ensure Application/web server is properly maintained</i>
2	<i>Ensure Website is properly administered and available 24/7</i>
3	<i>Ensure Database server is properly maintained</i>
4	<i>Ensure Database is properly maintained</i>
5	<i>Creation, deletion, and maintenance of user accounts</i>
6	<i>Backup, storage, and recovery of database survey data</i>
7	<i>Application/Web server security</i>
8	<i>Database server security</i>
9	<i>Hardware updates applied as required</i>
10	<i>Application software updates applied as required</i>
11	<i>Operating system updates applied as required</i>

6 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability.

6.1 Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Application/web server available 24/7

Database server available 24/7

6.2 Service Requests

Service requests can be made by email to info@e-maynz.co.zw. Service requests should include a brief description of the issue, and contact information. In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

User Account creation	1 business day
Password Reset	2 Hours

6.3 Service Maintenance

All services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction. When this is due, the service provider shall inform the client in time of not less than 1 week.

6.4 Service Exceptions

Any deviations from current policies, processes and standards are noted by the following Service Exceptions:

Service	Ref#	Exception(s)
<i>Application/web server</i>	1	Security Compromise, power failure, Telecom failure
<i>Database Server</i>	3	Security Compromise, power failure, Telecom failure
<i>Backup, storage, and recovery of database survey data</i>	6	Security Compromise, power failure, Telecom failure
<i>User Accounts</i>	5	Security Compromise

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