Flixmedia Limited

Service Level Agreement

Version 16-04-26

INTRODUCTION

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Flixmedia Limited and 'The Client' for the provisioning of the "Services".

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services covered herein as the primary stakeholders mutually understand them. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

TERMS OF SERVICE

SERVICE HOURS	The Service Provider will deliver the Services to the Customer on a 24-hour inclusive basis reflecting the shopping habits of the Internet user or Shopper. Flixmedia Limited support services are available from 9:00 AM GMT to 5:30 PM GMT (a "business day"), Monday through Friday, except when the Service Provider facilities are closed due to British public holidays, administrative closings, or inclement weather. Requests reported outside the working hours will be served at the next scheduled working day, unless a special procedure for Major Incident is invoked.
SERVICE AVAILABILITY	For the provision of the Service covered by this SLA, availability is determined by the percentage of time components of the Service are available to users.
SERVICE CONTACT INTERFACES	All requests must be sent to prioritysupport@flixmedia.eu to qualify under this SLA. On receipt of a Request to prioritysupport@flixmedia.eu the Client will receive an Automated Response confirming the Case has been logged. The Flixmedia support team will then come back to the Client Contacts within the Initial Response Time and inform about the allocated Priority and Target Resolution Time. Both Response and Resolution Times are calculated from the time of request creation in the CRM.
SERVICE PERFORMANCE	The target resolution time for each Request depends on its Priority. Priority is determined by the Urgency and the Impact of the Incident or Service Request, please see definitions of each.
REPORTING ON SLAs	Flixmedia can upon request send a list of tickets per client with response times and resolution times.

SERVICE DEFINITIONS

QUESTION	A request from a Customer or User for information, or advice. It is information readily available within Flixmedia and doesn't require specials input to investigate the answer. If investigation is required, requests falls under Service and Service SLAs apply
SUPPORT	An event which is not part of the standard operation of a Service, a Solution or Product and which causes or may cause disruption to or a reduction in the quality of services Subject to 3rd party supplier SLA limitations. P1 - Major Incident - Syndication of incorrect/broken content causing unacceptable disruption to a retailer website
SERVICE	A request from a Customer or User for access to a Service, a Solution or Product. For example, to reset a password, or to provide standard Services. Where input is required by a 3rd party (retailer, provider) to resolve the service/issue SLA will be paused until requirements are met to allow Flixmedia to resolve.
PROJECT	Any work request which requires scoping and scheduling. A project does not fall within Flixmedia support services (subject to charge)
DEFINITION OF PRIORITY	The target resolution time for each Request depends on its Priority. Priority is determined by the Urgency and the Impact of the Incident or Service Request, please see definitions of each below
High IMPACT	A large* number of retailers/staff are affected and/or acutely disadvantaged in some way. The damage to the reputation of the business is likely to be high
Medium IMPACT	A moderate* number of retailers/staff are affected and/or inconvenienced. The damage to the reputation of the business is likely to be moderate.
Low IMPACT	A minimal number of retailers/staff are affected and/or inconvenienced but not in a significant way. The damage to the reputation of the business is minimal.
High URGENCY	Reputational damage caused by the Incident increases rapidly. Work that cannot be completed by staff is highly time sensitive. A minor Incident can be prevented from becoming a major Incident by acting immediately. Several retailers/users with VIP** status are affected.
Medium URGENCY	The damage caused by the Incident increases considerably over time. A single retailer/user with VIP** status is affected.
Low URGENCY	The damage caused by the Incident only marginally increases over time. Work that cannot be completed by staff is not time sensitive. Single or several non-VIP retailers/users are affected.
COMPLEX SERVICE	Standard service which requires multiple inputs from various departments within Flixmedia (or 3rd party providers) to resolve
STANDARD SERVICE	Service resolved within a department

* More than 15% of retailers or users per country is considered a large number. 5%-15% per country is considered moderate and less than 5% is minimal. **VIP is a selection of global retailers chosen by Service Provider on the basis of overall online sales revenue (list available on request).

DEFINITION OF PRIORITY

		Impact		
		High	**Medium**	**Low**
Urgency	**High**	1	2	2
	Medium	2	2	2
	Low	2	2	2

SERVICE REQUESTS

In support of services outlined in this Agreement, Flixmedia will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

QUESTION

Priority	Target Response Time (Business Hours)	Target Resolution Time (Business Hours)
P1	4	8
P2	4	14

SUPPORT (issues)

Priority	Target Response Time (Business Hours)	Target Resolution Time (Business Hours)
P1 - Major Incident (Red Flag)	2	8
P2	4	24

SERVICE - BRAND

Priority	Target Response Time (Business Hours)	Standard Service BRAND: Target Fulfilment Time (Business Hours)	Complex Service BRAND: Target Fulfilment Time (Business Hours)
P1	4	16	40
P2	4	32	65
PROJECT/NEW WORK ORDER/CHANGE REQUEST	4	Scheduled	Scheduled

SERVICE - RETAIL

Priority	Target Response Time (Business Hours)	Standard Service RETAIL: Target Fulfilment Time (Business Hours)	Complex Service RETAIL: Target Fulfilment Time (Business Hours) - ONLY FOR FMR/FMW
P1	4	16	40
P2	4	32	80

PROJECT/NEW WORK ORDER/CHANGE REQUEST	4	Scheduled	Scheduled

Flixmedia reserves the right to change the terms of the Agreement without notice.