Service Level Agreement

Agreement Overview

1. This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Showell Ltd ("Showell") and the Customer ("Customer") for the provisioning of services required to support and sustain Showell software and services ("Service").

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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

3. This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Purpose and Objectives

The purpose of this Agreement is to ensure that the proper understanding, elements, and commitments are in place to provide consistent support and delivery of the Service to the Customer by Showell.

The objectives of this Agreement are to:

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

Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement is reviewed at a minimum once per year. The CTO ("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.

Service Monitoring System

Showell has implemented a robust service monitoring system designed to automatically detect and report any issues, particularly when there is a service disruption. This proactive approach ensures that potential problems are promptly identified, allowing for swift action to maintain service continuity and reliability.

Service Availability

The recorded uptime for the Service is 99,988%. The Service is structured into two distinct categories, both with different availability profiles:

- Showell Web App and administration tools
- Showell Native App (available for iOS, Android, and Windows)

1. Showell Web App and administration tools

Service availability (uptime)	99.5% /month

2. Showell Native Apps (iOS, Android, Windows)

Service availability (uptime)	99.99% /month

Note that Showell Native Apps are available (for offline browsing and presenting) even if the connection to Showell's cloud/administration tools is down.

Service window and critical updates

Planned downtime during service windows (**1st Sunday of a month, between 00:00 AM - 06:00 AM GMT+2**) is not counted into availability. Also, critical security-related updates that may be conducted outside the service window are not counted as downtime.

Support Availability and Response Times

Customer support is available by email for Customers who have Showell Essential, Professional, or Enterprise Plan active.

Support availability	Mon-Fri, 9:00 AM -17:00 PM (GMT+2)*

*Excluding New Year's Day, Epiphany, May Day, December 6th, Christmas Eve, Christmas Day, Boxing Day, Good Friday, Easter Monday, Ascension Day, Midsummer Day, and All Saints' Day.

Primary support language

English serves as the primary language for all support services.

Extended service support hours

Extended support hours are negotiated and agreed upon independently, separate from the provisions outlined in this SLA document.

Help Center

The Showell Help Center is accessible 24/7 for self-service, offering an extensive range of resources. This includes comprehensive tutorial articles and instructional videos designed to assist users at their convenience. However, please note that availability of the Help Center is not guaranteed at all times.

Response Times

Showell will respond to incidents and requests submitted by the Customer within the following time frames (during support availability hours):

Severity	Response time	Incident type
High	0-4 hours	Critical problems that completely prevent the use of the Service.
Medium	24 hours	Problems that don't completely prevent the use of the Service, but affect usability, some of the features not available.
Low	5 workdays	Small bugs, user interface problems, or minor usability issues in the Service.

Clarification on Response Time Versus Issue Resolution

It's important to understand that the response time is distinct from the time it takes to fully resolve an issue. While Showell is committed to addressing and working towards solving issues promptly, the actual time required to completely fix the issue may vary. Our team endeavors to provide timely updates and solutions within the specified response timeframe, but the final resolution period can differ based on the nature and complexity of the issue at hand.

Update Process for Native Applications

Given the unique characteristics of native applications, such as the Showell iOS app, addressing certain issues may necessitate an update to the app itself. In such cases, the updated version must be submitted to the respective application store, for example, Apple's AppStore, for a mandatory review process. This review period can vary significantly, ranging from a few hours to several days. Due to this variability, it is challenging to provide a precise timeline for the resolution of the issue.

Service Credit Policy

In the event of a Critical Problem that is directly attributable to Showell, excluding issues caused by the Customer's data, agreed installation, changes, maintenance work, force majeure, or other acceptable reasons, the Customer is entitled to service credits as an exclusive remedy. These credits will be applied against future invoices under the following terms.

Duration of the critical problem	Credit
0-2 hours	0%
1-4 hours	10% of the monthly service fee
Over 4 hours	20% of the monthly service fee

Calculation and Request of credits

The calculation of these credits is based on a calendar monthly basis. The Customer must submit a written request for the credit within 30 days of the occurrence of a Critical Problem. Once approved, the credit will be reflected in the Customer's subsequent invoice, and it will be deducted from the recurring fees charged for the Service.