

## SERVICE LEVEL AGREEMENT

between CTB AND CO. and user

### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between CTB AND CO. and users for the provisioning of information exchange required to support and sustain access to CTB AND CO. programs.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

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

### 2. Objective & Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to users by CTB AND CO.

The goals 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; and,
- Match perceptions of expected service provision with actual service support & delivery.

### 3. Stakeholders

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

Service Provider(s): CTB AND CO. ("Provider")

Customer(s): user ("Customer")

### 4. Service Agreement

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

#### 4.1. Service Scope

The following Services are covered by this Agreement;

- User

#### 4.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

#### 4.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

#### **4.4. Service Assumptions**

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

### **5. 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, monitoring of in-scope services and related components.

#### **5.1. Service Availability**

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

- Telephone support: 1300 911 282
- Email support: support@cookingthebooks.com.au

#### **5.2. Service Requests**

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:

- Phone support during business hours
- Within 2 business days for email support requests

### **6. Performance and Availability**

#### **6.1. Availability**

CTB AND CO. is committed to providing a reliable service. Our target is 99.9% uptime in each calendar month. This target excludes planned down time to allow necessary hardware upgrades. Notice will be provided by email in advance and where possible will be timed to avoid peak usage periods to minimise impact, this work is usually performed between 1:00 am and 5:00am. Including planned downtime our performance target is 99% availability in each calendar month.

These availability targets were achieved in all months in the financial year 2020-2021 with a total uptime of 99.977%.

#### **6.2. Performance**

CTB AND CO. is committed to providing a fast service with scalability in mind. Performance is monitored regularly, and processing/loading speed is dependent on the amount of data, quality and type of internet connection and will be higher outside of Australia.

#### **6.3. Backup and Recovery**

Customer database is automatically backed up daily and kept for at least 14 days. In the unlikely event that restoration is required, backups will be restored within 24-48 hours.

### **7. Data Location**

All customer data is currently stored on Microsoft Azure servers in Australia. CTB AND CO. are open to using certified servers and would recommend Microsoft Azure Government.



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INFO@CTBANDCO.COM  
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## 8. Privacy Policy

CTB AND CO. Privacy Policy is available online at: <https://www.ctbandco.com/privacy-policy>