Service Level Agreement

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Disclaimer
This document and its contents can be subject to change. The PROPOS software Pricing Sheet and General Terms are applicable and prevail over the contents of this document. No rights can be derived from this document

1. Document description
This document is the Service Level Agreement (SLA) for PROPOS software.

2. Responsibilities

2.1. Responsibilities of PROPOS software
Customers of PROPOS software are charged a mandatory annual fee. For that fee, PROPOS software will take the following responsibilities:
- Maintenance and further development of PROPOS software according to paragraphs 3.1 and 3.2.
- Offering customer support (including bug fixing / solving malfunctions) according to chapter 4.

2.2. Responsibilities of customer
- Making backups of all software, databases and all other data provided by PROPOS.
- Providing and maintaining a (connection to a) computer/server on which we have access to the PROPOS server software and the PROPOS database. Microsoft SQL Server Management Studio is required for that.
- Maintaining modern computer systems on which PROPOS client applications will run, on which the PROPOS server environment will run and on which the PROPOS database will run (MS SQL Server). The minimal requirements for these systems will be provided by PROPOS software and can be subject to change over time.
- Within the company of the customer, one person is authorized and trained (by PROPOS) to install PROPOS updates. Typically this is someone from the IT department or the PROPOS application manager.

3. Maintenance and further development

3.1. Proactive maintenance
Proactive maintenance is maintenance initiated by PROPOS software and executed by its own insight, initiative and planning.

PROPOS software keeps maintaining its software in order to prevent future malfunctions and to maintain or improve compatibility with software that PROPOS is dependent on (e.g. MS Windows / MS SQL server)

Proactive maintenance does not imply installing/implementing/configuring PROPOS software for our customers.

PROPOS will do proactive maintenance whenever PROPOS software finds that necessary.

The costs for proactive maintenance are covered by the annual fee mentioned in paragraph 2.1.

New versions of PROPOS containing the improvements mentioned above will be released when the enhancements are ready and tested. Release notes are published approximately twice or three times per year.

3.2. Further development
Over time, PROPOS software will keep enhancing the functionality that is available in the several PROPOS modules and/or develop new modules. We will do this according to our own initiative, insight and planning.

New versions of PROPOS containing these improvements will be released when the new functionality is ready and tested. Release notes (PROPOS Updates Magazine) are published approximately twice or three times per year.

The costs for this development of PROPOS are covered by the annual fee mentioned in paragraph 2.1.

3.3. Reactive maintenance and functionality specifically requested by customers
Reactive maintenance is maintenance that is specifically requested by a customer. Examples are implementation projects, consultancy projects, creating custom software like middleware software, create custom reports, etcetera.

Reactive maintenance is initiated and requested by our customers. PROPOS software has the right to either accept or reject a request for reactive maintenance.

Unless agreed otherwise, PROPOS will make a quotation for reactive maintenance to specify the investment needed and the intended planning.

The costs of reactive maintenance are not covered by the annual fee mentioned in paragraph 2.1.

4. Customer support

4.1. Functional questions
You can reach our customer support on working days (Monday to Friday, except Dutch holidays) between 9am and 5pm CET. For customer support we will not charge extra costs (fair use policy) for answering your basic support questions.

For customer support, please first contact your implementation project manager on his/her cell phone. You can find this phone number on his/her business card.

Also, you can contact our support desk:

Support desk phone number:	**+31 850 479 865**
Support desk e-mail address:	support@propos-software.nl

4.2. Bugs and malfunctions

Bugs/malfunctions severity levels
PROPOS has identified three levels of bugs/malfunctions:

Level	Description
1	Major problem that causes PROPOS software to be down. Urgent attention is required to minimize the business impact.
2	PROPOS software works very slowly and/or with clear bugs/errors in the primary processes. Despite this, PROPOS software can still be used. Actual impact and urgency will be discussed with the customer.
3	PROPOS software does not function according to specifications and/or reports minor errors or contains minor bugs. The (business) impact is minimal.

Reporting bugs/malfunctions
All bugs and malfunctions should be reported by sending an email to:
1) Our support desk, please find the e-mail address in paragraph 4.1.
2) Your PROPOS software implementation project manager (in cc).

The e-mails must include:
1) The priority of the issue (1-3) according to the customer.
2) A detailed description of the error including the operating conditions which gave rise to the error.
3) A screenshot of the PROPOS screen on which the error can be seen.

Level 1 and level 2 issues must also be reported by phone.

First contact your implementation project manager on his/her cell phone to report the issue. You can find this phone number on his/her business card.
Next, contact our support desk. The phone number can be found in paragraph 4.1.

Contact by phone is possible during the opening times mentioned in paragraph 4.1.

PROPOS software will determine the severity level of the issue reported by the customer, taking into account the severity level reported by the customer itself.

Response time, time to repair and follow up
The response time is the time between the report of a bug/malfunction and our first reaction to our customer. During our first reaction we will always discuss:
- Action undertaken to that moment.
- Possible cause and possible solution if known at this stage.
- The actual severity (impact).
- A temporary workaround if possible.
- Further actions to be undertaken by us and by the customer.
- Next moment of contact.
- Estimated time to repair.

The time to repair is the estimated time between PROPOS software receiving the report of a bug/malfunction and the moment on which the bug/malfunction has been fixed by PROPOS software, excluding the time that PROPOS software needs to wait for cooperation and/or access to system(s) and/or additional information from the customer.

Because a bug or malfunction can have many causes (sometimes related to other software or systems), the time to repair cannot be guaranteed by PROPOS software. The table below shows times to repair that we try to achieve and that have proven possible in past situations.

Level	Response time	Time to repair*
1	1 business hour	As soon as possible
2	4 business hours	2 to 5 business days
3	3 business days	Next update

* times to repair are estimations

When the issue reported has been fully resolved, PROPOS software will report that back to the customer by e-mail and also by phone for level 1 issues.

The costs for analyzing and fixing bugs/malfunctions are covered by the annual fee mentioned in paragraph 2.1. However, costs for analyzing and fixing bugs/malfunctions caused by any other factor than internal PROPOS software bugs/malfunctions (e.g. insufficient maintenance of your systems, bugs in third party software, wrong settings in third party software, etc.) are not covered by the annual fee mention in paragraph 2.1 and will be invoiced to the customer based on actual costing (hourly rate).

4.3. Remote monitoring for service optimization

Optimal support and service for our customers is important to PROPOS software. Therefore, your PROPOS software periodically connects to our support desk web portal. That connection sends anonymous and summarized performance data to our support desk web portal. This connection and the data that is being sent, helps us monitor the status of PROPOS software at your company and it helps us optimize our service for you.