



Service Level Agreement



Consultation Manager

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Purpose and Scope

The purpose of this document is to outline the required Service Level Agreement (“SLA”) between MySite Design Pty Ltd (“MySite”) and subscribers to its’ Consultation Manager software (“Client”).

The scope of this document covers the service relationship between MySite and the Client, including system uptime, Customer Support, and Incident Rectification Targets.

The SLA is to be read subject to the Consultation Manager Terms and Conditions which can be [viewed here](#) and prevail over any inconsistent term of this Agreement.

Description of the Service

The Consultation Manager data management software is a multi-relational database tool that allows users to store, view and report on records of their choosing. Its primary purpose is to keep an electronic register of all stakeholder interactions generated by the Client and provide additional database management and reporting functionality within agreed service levels.

Our Responsibilities

The responsibilities of MySite are:

- To ensure your Consultation Manager platform achieves 99.9% uptime during business hours, measured on a quarterly basis.
- To schedule all discretionary system outages outside of business hours.
- To ensure that Support is available during MySite’s regular business hours which are 8.30am-5pm (AEST) Monday to Friday excluding Public Holidays applicable to the Brisbane region. Your dedicated Account Manager will be on call for any urgent matters outside of hours.
- To use best efforts to rectify all incidents according to the targets in the “Service Level Targets” section below.

Your Responsibilities

The responsibilities of you, as the Client are:

- To direct all support calls to the MySite Support Team on 1300 850 058 or by email - support@consultationmanager.com.
- To ensure all calls to MySite should be placed by the affected user, not via a third party.
- To, in the case of Support delivered via phone call, maintain contact, and follow MySite Support staff instructions during the resolution stage.

The Client acknowledges that while addressing incidents, the Consultation Manager software may become temporarily unavailable.

Incident Rectification Targets

All Incident Rectification Targets quoted are based on a target that faults will be rectified or services restored within the defined time in 95% of all incidents of that type. Regardless of the target, all work to rectify faults and restore services will be done as fast as reasonably possible.

If these targets are not met by MySite, the Client has the right to impose a penalty of non-payment of monthly maintenance fees until services return to satisfactory levels.

Modifications, upgrades, development and configuration of the Consultation Management software will occur continually. However, the work to restore and fix the application will have priority at all times.

Incident Class

Incident Class	Target Fix Time
Critical	4 hours
High	1 day
Low	1 fortnight
Minor	1 month

Severity levels

Severity	Definition	Example
Critical	An incident that impacts on the ability of the organisation to conduct business. The problem if unresolved will continue to have an adverse effect on production/operations and/or safety.	Application unavailable
High	An incident that has the potential to impact the ability of the organisation to conduct business.	Critical feature or function not working
Low	An incident that has an affect on operations but does not halt the ability for the organisation to conduct business.	Minor feature or function not working at all
Minor	An incident that does not impact operations or halt the ability for the organisation to conduct business.	Minor feature or function not working optimally

Contacting Support

If you have any concerns or questions, please feel free to contact us using the details below:

Attention: Customer Success Team
Address: PO Box 1217, New Farm Qld 4005
Email: info@consultationmanager.com
Phone: 1300 850 058