

SERVICE LEVEL AGREEMENT

The Manage Protect Service Level Agreement (SLA) clarifies Manage Protect's responsibilities and obligations to customers in relation to service availability and support response times.

Manage Protect is proud of the quality and reliability of our SaaS services and customer support, and always seeks to exceed your expectations.

If you have any questions regarding this document please contact your Manage Protect.

DEFINITIONS

Anti-Spam Effectiveness - The percentage of spam emails detected and captured in a given month.

Anti-Virus Effectiveness - The percentage of emails with viruses detected and captured in a given month.

Business Hours – 9am to 6pm, Monday to Friday, excluding public holidays

Critical Issue – Service not available

Customer – the end user of the Manage Protect service.

Email False Positive – The percentage of legitimate emails incorrectly marked/captured as spam.

The following emails do not constitute as False Positives:

- i. emails containing more than 20 recipients;
- ii. emails not in English;
- iii. emails written in a matter which resemble or contain characteristics of spam;
- iv. emails where the sender is the Customers blacklist;
- v. emails sent from a machine which is on a third party block list;
- vi. emails sent from a compromised machine;
- vii. emails stopped due to misconfiguration of policy or other Customer error.

Management Console Availability - The percentage of time a management console (interface) is available to the Customer in a month.

The Management Console Availability for a given month will be calculated according to the following formula:

Where: Total Minutes in the Month = TMM; Total Minutes in Month Unavailable = TMU

Availability = ((TMM-TMU) x 100)/TMM

A Management Console is not considered unavailable for any outage period due to;

- i. scheduled maintenance;
- ii. lost or incorrect login details, failures of equipment or facilities provided the by Customer, network unavailability or bandwidth limitations outside of the Manage Protect network;
- iii. a force majeure event;

Minor/Major Issue – Service disrupted or has functional issues.

Service Availability - The percentage of time services are available to the Customer in a month.

The Service Availability of Manage Protect services for a given month will be calculated according to the following formula:

Where: Total Minutes in the Month = TMM; Total Minutes in Month Unavailable = TMU

Availability = ((TMM-TMU) x 100)/TMM

Services are not considered unavailable for any outage period due to;

- iv. scheduled maintenance;
- v. incorrect Customer configuration and settings, customer equipment failure, acts or omissions of customer or its agents, failures of equipment or facilities provided by Customer, network unavailability or bandwidth limitations outside of the Manage Protect network;
- vi. service suspension for non-payment of outstanding fees;
- vii. a force majeure event;

Spyware Detection Rate - The percentage of known spyware variants detected in a given month.

Support Request - A support request lodge called in to telephone number 1300 65 30 70, or emailed to support@manageprotect.com

Virus Detection Rate - The percentage of known viruses detected in a given month.

SERVICE LEVEL AGREEMENTS

MPMAIL	SLA
Service Availability	100%
Management Console Availability	99.9%
Email False Positives	0.0001%
Anti-Spam Effectiveness	99.9%
Anti-Virus Effectiveness	100%

MPARCHIVE	SLA
Service Availability	100%
Management Console Availability	99.9%
Data Retention	100%

MPEXCHANGE	SLA
Service Availability	100%*
Management Console Availability	99.9%

*Supported by the MPmail Message Continuity webmail interface.

MPWEB	SLA
Service Availability	100%
Management Console Availability	99.9%
Virus Detection Rate	100%
Spyware Detection Rate	100%

Support Request	Support Request Response Time Target	
	Lodged in bus hrs	Lodged outside bus hrs
Critical Issue	2 hours	6 hours
Minor/Major Issue	6 hours	10 hours

In addition to the above Support Request SLA, Manage Protect also commits to communicating with Customers regarding their Support Request every 24 hours until it is resolved.

CREDIT

If in any calendar month availability is calculated to be below the SLA the Customer will be entitled to a percentage credit for the calendar month in which the non-availability occurs.

Service Availability	Percentage credit of monthly fee
<100% to >99.99%	10%
<99.99% to >99%	25%
<99% to >98%	50%
<98%	100%

Management Console Availability	Percentage credit of monthly fee
<99.9% to >99%	10%
<99% to >98%	25%
<98%	50%

To receive service credits, the customers must submit a written request to support@manageprotect.com within 30 days after the end of the month in which the Manage Protect services failed to meet the Availability Target.