

PracticePal Service Level Agreement

PracticePal offers all customers a standard comprehensive maintenance and support package, included in the monthly rental fee.

Service levels

- The PracticePal service will be available 99% of the time, (1% downtime is for upgrades done out of regular working hours).
- PracticePal support is available Monday to Friday 9am to 5pm excluding public holidays.
- The PracticePal Support team will respond to critical support issues that affect multiple users (more than 10) within 30 minutes and endeavour to resolve the problem within 4 hours.
- The PracticePal Support team will respond to critical support issues that affect individual users within 1 hour and endeavour to resolve the problem within 8 hours.
- The PracticePal Support team will respond to non-critical inquiries within 4 hours and endeavour to deliver an answer within 2 working days. A non-critical inquiry is defined as a request for information that has no impact on the service quality if not answered or acted upon promptly.
- All maintenance work and upgrades as part of planned outages will take place outside business hours. Planned outages will be notified to you whenever possible on 2 days prior notice by e-mail unless otherwise agreed.

Escalation process

If customers fail to receive the expected level of service from the support staff, they can email info@PracticePal.co.uk and our management staff will try to resolve the issue.

Service availability

PracticePal application availability is calculated at the end of each calendar month in accordance with the following formula:

$$A = (X - Y) / (X - \text{planned outages}) \times 100$$

Where:

A represents the Availability of the Service as a percentage.

Y is the minutes of downtime in 1 calendar month.

X is the total minutes in 1 calendar month (calculated from 12:01 on the 1st of the month to 12:00 on the last day of the month).

If availability falls below 99% refunds will be as follows:

| Monthly Availability | Refund of monthly rental fee |
|----------------------|------------------------------|
| 97.00 - 98.99% | 2% |
| 95.00 - 96.99% | 5% |
| 90.00 - 94.99% | 10% |
| Under 90% | 15% |

The availability measurements are available upon request to all customers via email.