MCi's SERVICE LEVEL AGREEMENT

1. PURPOSE OF THIS SERVICE LEVEL AGREEMENT ("SLA")

1.1. The purpose of this **SLA** is to define the level of **Service** expected from **MCi**, establish metrics to measure performance, and outline responsibilities and remedies for **Both Parties**.

2. SCOPE OF SERVICES

2.1. **MCi** shall deliver the following **Services** under this **SLA**:

- Software implementation, customization, and maintenance.
- Technical support and troubleshooting.
- Training and consultation services.
- Periodic updates and upgrades to the **Software**.

3. EXCLUSIONS

3.1. The **SLA** does not cover issues arising from:

- Third-party integrations.
- User negligence or failure to follow provided guidelines.
- Force Majeure Events (natural disasters, acts of war, etc.).

4. RESPONSIBILITIES

4.1. **CLIENT** RESPONSIBILITIES

- **The Client** must provide all information required for **MCi** to resolve an **Incident** and to diagnose any problem.
- **The Client** must provide accurate and timely information to facilitate service delivery.
- **The Client** must maintain a reliable internet connection and supported hardware.
- **The Client** must follow guidelines and use the **Software** only as intended.
- **The Client** must promptly report issues with detailed information as per **Section 5** below.

4.2. **MCi** RESPONSIBILITIES

- **MCi** must ensure **Service** availability as per **Agreements.**
- **MCi** must maintain and update **Software** to address bugs and security vulnerabilities.
- **MCi** must provide training and documentation as detailed in the **Agreement**.
- **MCi** must communicate scheduled maintenance.
- **MCi** must respond to **Incidents** as per **Section 6** below.

5. INCIDENT LOGGING

5.1. All **Incidents** must be logged via email.

5.2. Helpdesk Email Addresses are as follows:

- **TM1**: tm1@mci.co.za
- **Sage**: sage@mci.co.za
- **Direct Hire**: support@mcidirecthire.com
- **PortCIS/NetCIS**: support@mci.co.za
- **TradeCIS**: tradecis@mci.co.za

5.3. The following information must be provided by **the Client** for all **Incidents** logged:

- Name of person logging the **Incident**.
- Date and time of the email received by **MCi** will be deemed the date and time the **Incident** is logged.
- Client reference number.
- Name of person experiencing the problem and contact details.
- System relating to the problem.
- Description of the problem and what function was performed at the time.
- Error messages.

6. RESPONSE TIMES

6.1.   **Incidents** will be categorized and responded to by **MCi** within the following timeframes:

PRIORITY	DESCRIPTION	RESPONSE TIME
Priority 1	Critical Impact to a production system	1 Hour
Priority 2	Critical Impact to a development system	5 Hours
Priority 3	Major Impact to production or development	6 Hours
Priority 4	Moderate Impact to production or development	24 Hours
Priority 5	Request for advice or product enhancement	48 Hours

7. CALL RESOLUTION

7.1.   On receipt of an email from **the Client**, **MCi** will assess the nature of the **Incident,** confirm the **Priority** of the **Incident,** and will respond appropriately, either by way of telephone, and email and/or on-site assistance if required.

7.2.   **MCi** will ensure that a reference number is provided for each call logged.

7.3.   **MCi** will identify the **Incident** and search to see if a solution already exists for the **Incident** logged.
- If a solution exists, **MCi** will implement the solution expeditiously.
- If a solution does not exist, and the **Incident** has been or is capable of being repeated, **MCi** will create a solution for that **Incident**.

7.4.   If the **Incident** can only be resolved through a change to code, **MCi** must complete a **Change Request** estimating the work required and cost involved to make the change.

7.5.   **MCi** will inform **the Client** of all **Incidents** reported.

7.6.   **MCi** will notify **the Client** immediately on becoming aware if **MCi's** call logging system is not available, or its function is diminished in any way and when the call logging system is functioning properly again.

7.7.   **MCi** will update the person who logged the call on the status and progress of all calls logged at least every 24 hours until the call is resolved.

7.8.   When an **Incident** has been resolved, the **Incident** must be updated by **MCi** by email to **the Client** as resolved and include the date, time and person who resolved the **Incident.**

7.9.   **The Client** may reject the '**Solved Status'** of the **Incident** logged within 24 hours of receipt of the email notification from **MCi** indicating that the **Incident** has been resolved, failing which the **Incident** will automatically be closed as resolved.

7.10. If an **Incident** re-occurs with the same person who logged the call, a new call will need to be logged.

7.11. **MCi** will confirm with **the Client** and/or the relevant person who logged the **Incident** that the **Incident** has been resolved and can be closed.

8. REPORTING

8.1. **MCi** will provide **the Client** with a monthly report on request regarding all outstanding **Incidents.**

8.2. **The Client** may request ad-hoc performance reviews to address specific concerns.

9. ESCALATION AND PROBLEM RESOLUTION

9.1. Should the **MCi** service described above not operate to **the Client's** satisfaction, **the Client** may report this in writing to one of the Directors of **MCi** for resolution.

9.2. Any report so received will be actioned within 3 (three) days of receipt of same.

9.3. Reports can be e-mailed to the **Directors:** Aliki Droussiotis aliki@mci.co.za or Steven Bernard s.bernard@mci.co.za.

10. REVISION DATE

10.1. Last Revision Date: 22 January 2025