

ICareWEB Service Level Agreement

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

Service levels

- The ICareWEB service will be available 99% of the time, (1% downtime is for upgrades done out of regular working hours).
- The ICareWEB Support team is available Monday to Friday from 9:00am till 5:00pm, excluding UK Bank Holidays.
- The ICareWEB Support team will respond to support issues that affect multiple users (more than 10) within 30 minutes and endeavour to resolve the problem within 4 hours.
- The ICareWEB Support team will respond to support issues that affect individual users within 1 hour and endeavour to resolve the problem within 8 hours.
- The ICareWEB Support team will respond to non-critical inquiries within 2 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@iCareWEB.co.uk and our management staff will try to resolve the issue.

Service availability

ICareWEB 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% refund 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.