



## 1. Service Level

- a. Application Service Provider (**asp**) guarantees 99.9% service availability of systems housed by or integrated, installed, certified and supported by us.
- b. Availability means that an **asp** server will be available to be connected to.
- c. Routine maintenance of systems housed by us is performed on the last Friday of the month starting at 8pm CST all other system maintenance is performed on an as per required basis.
- d. Events beyond **asp**'s reasonable control are as follows:
  - i. Non **asp** supplied or managed equipment failure
  - ii. Customer caused outage.
  - iii. Server over utilization.
  - iv. Act of God.
- e. Any planned outages will have a minimum 48 hours notice.

## 2. Security

- a. Access to data and applications will be user or IP based.
- b. User access rights can only be changed via written request from the account owner.
- c. **asp**centre servers are protected with a demilitarised zone containing a minimum of two firewalls.
- d. **asp**support servers are protected as per the client's specification and **asp**'s recommendation.
- e. All **asp**centre servers are protected with up-to-date virus protection.
- f. **asp**support servers are required to be protected with up-to-date virus protection plan funded by the client.
- g. All **asp**centre servers have monitoring software to detect intruders or unauthorised usage.
- h. All **asp**support servers are required to have monitoring software, funded by the client, to detect intruders or unauthorised usage.
- i. Access to all **asp**centre server areas is only by **asp** authorised and certified personnel.
- j. The **asp**centre office areas are monitored by a security firm who provide ongoing consultancy for proactive security management. Enhancements to all external areas have been made to prevent intrusion..

## 3. Tracking and Reporting

- a. Engineers and software programs monitor **asp**centre and **asp**support servers to ensure availability of all network devices, servers and applications.
- b. Downtime is measured in minutes and calculated on an annual basis on systems housed by or integrated, installed, certified and supported by **asp**.



## 4. System Performance

- a. **asp** server performance benchmark maximums are as follows:
  - i. CPU utilization of 30%.
  - ii. Hard Disk Usage of 50%.
  - iii. Network Bandwidth utilization of 65%.
- b. Performance monitoring is achieved through software reports constantly running on systems housed by **asp** or on an as required basis on systems integrated, installed, certified and supported by **asp**.
- c. New **asp**centre servers are added when performance benchmarks of 75% are achieved and new **asp**support servers are added when performance benchmarks of 75% are achieved if **asp** support is to be maintained.

## 5. Remedies

- a. In the event that **asp** fails to achieve these goals without concise effort to rectify, all clients will be notified in writing and given the opportunity to cancel their account with **asp** without the requirement to pay an exit fee.

## 6. Upgrades

- a. All **asp**centre servers have an integrated improvement plan to undergo changeover and upgrades as seamlessly as possible with the available technology.
- b. All **asp**support servers have an integrated improvement plan, funded by the client, to undergo changeover and upgrades as seamlessly as possible with the available technology.
- c. All software patches and upgrades are applied by **asp**, subject to testing and approval, as they become available.
- d. All software patches and upgrades are applied at no cost to **asp**'s clients, though are subject to support protocols and agreements in place between the client and the various software vendors.
- e. Whilst **asp** will upgrade applicable software, it is the responsibility of each client to upgrade their data and files as required.



## 7. Backup and Disaster Recovery

- a. Full system image backups are performed daily on **aspcentre** servers to external media and stored off site.
- b. Full system backups are to be performed daily on **aspsupport** servers by the client to external media. This is a requirement for a disaster recovery procedure to remain relevant, and it is the responsibility of the client to ensure backups are performed diligently.
- c. **aspcentre** servers client data is stored in a redundant storage array, and is backed up daily to a secondary storage array.
- d. **asp** recommends that all client data on **aspsupport** servers is stored in a redundant storage array, and is backed up daily to a secondary storage array.
- e. **aspcentre** client data backups are performed to external media and shipped to the client relative to the contract agreement in place.
- f. **aspcentre** critical equipment power supplies are protected by latest UPS technology and are isolated from regional power events by dedicated backup power generation equipment.
- g. **aspsupport** power supplies on critical equipment are to be protected by latest UPS technology.
- h. All **aspcentre** servers are maintained in an environmentally controlled secure location.
- i. All **aspsupport** servers are to be maintained in a secure location with adequate environmental controls.
- j. Recovery of **aspcentre** client data due to systems failure will require a minimum of 4 hours.
- k. Recovery of **aspcentre** client data due to major infrastructure failure requires a minimum of 24 hours, as processing will be transferred to 1 of 3 **asp** communication partners.
- l. Recovery of **aspsupport** client data will be performed relative to the individual Disaster Recovery Procedure developed by **asp** in conjunction with the client, and will take a minimum of 4 hours.
- m. All server access is only by authorised **asp** personnel.



## 8. Business Contingency Plan

The contingency plan exists to mitigate harm to a client's access to their data and will only be actioned by **asp** or its clients in the event that insolvency of **asp** has officially been declared. This procedure is available through our legal representatives upon specific written request and will involve a charge for services.

## 9. Support and Help Desk Services

- a. **asp** provides a help desk team which delivers 24x7 support for IT related issues. Support is made available relative to client entitlements and the support agreements that are in place.
- b. **asp** Help Desk is accessible via phone 24 hours a day, 7 days a week and via fax, email, or the **asp** forum during business hours.
- c. Maximum response time is 4 hours. Typical response time will generally be within 5 minutes during business hours and 30 minutes out of business hours.
- d. Typical resolution time will generally be within 5 minutes from the response being made, but is dependant upon the complexity of the issue/s and cannot be guaranteed.
- e. Help desk support will be redirected to application or equipment vendors if support is not **asp** related.
- f. Help desk support may be withdrawn if accounts become overdue, and no effort is made to contact