

## Service Level Agreement

### PARTIES

This Agreement represents a Service Level Agreement ("Agreement") between Juniper Education Services Limited (the "Supplier") and you (the "Client") for the assistance, support and maintenance provided by the Supplier ("Support Services") as well as support in relation to the then-current version or release of any software used in relation to a product bought by you from the Supplier ("the Software Support Services") under the Contract.

### 1. DEFINITIONS

**Commercially Reasonable Efforts:** the same degree of priority and diligence with which the Supplier meets the support needs of its other similar clients.

**Contact List:** the list of telephone numbers and email addresses appended to this Agreement as Appendix 1.

**Client Fault:** any of the following faults:

- (a) any improper use, misuse or unauthorised alteration of any products or software by the Client;
- (b) any use of any products or software by the Client in a manner inconsistent with the Contract;
- (c) the use by the Client of any products or hardware or software not provided by the Supplier or approved by the Supplier;
- (d) the use of a non-current version or release of any products or software.

**Fault:** any Operational Fault.

**Help Desk Support:** any support provided by help desk technicians sufficiently qualified and experienced to identify and resolve most support issues relating to the products or software.

**Higher-Level Support:** any higher-level support provided by an individual listed in the escalation procedures of the Contact List.

**Operational Fault:** failure of such products to meet or software to operate in all material respects in accordance with the Contract.

**Out-of-scope Services:** either of the following services:

- (a) any services provided by the Supplier in connection with any apparent problem regarding the products or any software reasonably determined by the Supplier not to have been caused by a Fault, but rather by an action or omission of the Client or a cause outside of the Supplier's control (including any investigation work resulting in such a determination); or
- (b) any Higher-Level Support provided in the circumstances specified in Clause 2.3.

**Service Levels:** the service level responses and response times referred to in the Service Level Table.

**Service Level Table:** the table appended to this Agreement as Appendix 2.

**Solution:** either of the following outcomes:

- (a) correction of an Operation Fault; or
- (b) a workaround in relation to an Operational Fault that is reasonably acceptable to the Client.

**Support Hours:** the hours set out in the Contact List appended to this Agreement as Appendix 1.

**Support Request:** request made by the Client in accordance with this Agreement for support in relation to products or software, including correction of an Operational Fault.

**Uptime:** a measure of the reliability and stability of operating systems and software provided by Juniper as part of the Services in order to seek to achieve an agreed level of operational performance excluding planned maintenance windows.

### 2. SUPPORT

2.1 During the Term of the Contract, the Supplier shall perform the Support Services and the Software Support Services during the Support Hours in accordance with the Service Levels.

2.2 As part of the Support Services, the Supplier shall:

- (a) provide Help Desk Support by means of the mediums identified in the Contact List;
- (b) commit appropriate resources to the provision of Higher-Level Support;
- (c) where Help Desk Support is not provided with the relevant Service Level response time and the Client escalates its Support Request in accordance with the Contact List, provide Higher-Level Support;
- (d) use Commercially Reasonable Efforts to correct all Operational Faults notified under Clause 3.3(a); and
- (e) in respect of Software Support Services, shall provide technical support for any software in accordance with the Service Levels.

2.3 Any Higher-Level Support requested by the Client to be provided by an individual whose qualification or experience is greater than that reasonably necessary to resolve the relevant Support Request shall be deemed an Out-of-scope Service, provided that an appropriately qualified or experienced individual was available at the time when the Higher-Level Support was sought.

- 2.4 The Supplier may reasonably determine any services as Out-of-scope Services. If the Supplier makes any such determination, it shall promptly notify the Client of that determination.
- 2.5 The Client acknowledges that the Supplier is not obliged to provide Out-of-scope Services.

### **3. SUBMITTING SUPPORT REQUESTS AND ACCESS**

- 3.1 The Client may request Support Services and Software Support Services by way of a Support Request.
- 3.2 Each Support Request shall include a description of the Operational Fault and, where relevant, all other information in respect of the Operational Fault of a product or in relation to Software Support Services, the start time of the incident.
- 3.3 The Client shall provide the Supplier with:
- (a) Prompt notice of any Faults which it becomes aware of; and
  - (b) Such output and other data, documents, information, assistance and (subject to the compliance with the Client's security and encryption requirements notified to the Supplier in writing) remote access to the Client's system, as are reasonably necessary to assist the Supplier to reproduce operating conditions similar to those present when the Client detected the Operational Fault and to respond to the relevant Support Request.
- 3.4 Save for where the Supplier reasonably determines that it requires access, all Support Services and Software Support Services shall be provided on an off-site basis (such as over the telephone, by e-mail or by webchat).
- 3.5 The Client acknowledges that, to properly assess and resolve Support Requests, it may be necessary to permit the Supplier direct access to the Client's system, premises, files, equipment and personnel.
- 3.6 The Client shall provide such access promptly, provided the Supplier complies with reasonable security requirements and other policies and procedures relating to contractors notified to the Supplier in writing reasonably in advance.

### **4. SERVICE LEVELS**

- 4.1 The Supplier shall prioritise all Support Requests based on its reasonable assessment of the severity level of the Fault reported and respond to all Support Requests in accordance with the responses and response times specified in the table set out at Appendix 2.
- 4.2 The Service Level response times shall be extended accordingly should the Supplier require access to the Client's system or site and that access is not provided in accordance with Clause 3 of this Agreement. Otherwise, the parties may agree in writing a reasonable extension of the Service Level response times.
- 4.3 The Supplier shall give the Client regular updates of the nature and status of its efforts to correct any Fault.

### **5. SECURITY OF NETWORK AND INFORMATION SYSTEMS**

- 5.1 The Supplier will use its best endeavours to ensure business continuity of the Services at all times including but not limited to an Uptime of 99.9%. The Supplier shall have no liability in respect of any disruption to business continuity where any disruption is for reasons outside of its control.
- 5.2 The Supplier agrees to co-operate with the client in relation to:
- (a) All aspects of its compliance with any cybersecurity requirements (if applicable);
  - (b) Any requests for information or inspection made by any regulator;
- 5.3 The Supplier shall:
- (a) Take reasonable precautions to preserve the integrity of any data which it processes and to prevent any corruption or loss of such data;
  - (b) Make a backup copy of such data, manage that backup in accordance with the Supplier's backup policy that can be found in its Help Centre [www.help.junipereducation.org](http://www.help.junipereducation.org) (or such version as is in force at the current time) and record the copy on media from which the data can be reloaded if there is any corruption or loss of any data; and
  - (c) In such event and if attributable to any default by the Supplier promptly restore the data at its own expense or, at the Client's option, promptly reimburse the Client for any reasonable expenses it incurs in having the data restored by a third party.

## **6. REMEDIES**

If a Solution is not provided within the relevant Service Level response time, the Client may escalate the Support Request to the parties' respective relationship managers and then in accordance with the Supplier's Complaints Procedure which can be found on the Supplier's website.

## **7. COMMUNICATIONS**

In addition to the mechanisms for giving notice specified in the Contract, the parties may communicate in respect of any matter referred to in this Agreement by e-mail (unless specified otherwise).

## APPENDIX 1

### Contact Methods

Channel	Core Operating Hours*	How it works
<a href="#">Help</a> Centre	24/7	<a href="https://help.junipereducation.org">https://help.junipereducation.org</a> Is the gateway to get support. We have guides and FAQ's that are there whenever you need them. We keep them updated and when you search something that returns no results, we are alerted so we can fill that gap
Messaging***	Monday – Friday 8:30-4:30	You can open a conversation via our help centre web widget which operates like a live chat when agents are available and can be carried over to email for an Asynchronous conversation. Out of Hours and when agents are unavailable this will open an email conversation.
Email	Monday – Friday 8:30-4:30	Each product has its designated email address, but conversations should be started via our help-centre, and the SLAs below indicate our response commitment.
Phone***	Monday – Friday 8:30-4:30	0345 200 8600**
Status Updates	24/7	For known issues, clients can check the status pages in our help centre.
<p>*Hours may differ and are subject to change. For professional services, contact will be accessible Monday-Thursday 9am-5pm and Fridays 9am-4:30pm. No contact will be accessible on Bank Holidays.</p> <p>**At peak times may be switched off in preference of messaging to ensure the best possible resolution times.</p> <p>***<b>Priority Support subscription required</b></p>		

## APPENDIX 2

### Service Level Table

- All support desk interactions are logged via Zendesk, and calls are recorded for quality assurance.
- Support requests are triaged and categorized into the following priorities:

Priority	Description	1 <sup>st</sup> Response (Business Hours)	Target SLA	Resolution (Business Hours)	Target SLA
<b>Questions: When you are looking for Advice or information.</b>					
Normal		8 Hours	90%	10 Days	90%
Priority		4 Hours	90%	2 Days	90%
<b>Tasks: When you are asking us to change something on your behalf.</b>					
Normal		8 Hours	90%	N/A	90%
Priority		4 Hours	90%	N/A	90%
<b>Incident's: (Bugs) When the system isn't doing what it is designed to do, and developer intervention is needed.</b>					
Urgent (P1)	Complete system failure. system wide inability to perform any key activities, i.e. send messages, take a register, access the system, complete payroll	1 Hour	95%	8 Hours	90%
High	A key system is not functioning, causing high impact to the operating system. There is no work around or manual process. All users unable to run a key report, problem in key area is time sensitive statutory returns, payroll run.	4 Hours	90%	5 Days	90%
Normal	An issue that impacts noncritical activities but is time critical the issue can be resolved by a workaround or manual process. Unable to run a report, calculation discrepancy, unexpected behaviour of an area of the system	8 Hours	90%	4 Weeks	80%
Low	An issue that has low impact and has a suitable workaround available. It is not time critical. Spelling mistakes,	8 Hours	N/A	Low incidents will not be prioritised for individual resolution but will be placed on our back log.	N/A

### Professional Services

If a Client is seeking Support Services in respect of Juniper's Professional Services, the following Service Levels shall apply:

1. Response to phone enquiries – Within 24 hours;
2. Response to email/raised ticket enquiries – Within 48 hours;
3. Pension and HR Admin Team – Within 5 working days;
4. Telephone Messages – Within 48 hours.

### **Escalation**

We will always endeavour to resolve your concerns as soon as they arise. If this hasn't been possible and you wish to escalate your concerns, the below escalation path is available. We require 48 hours to be able to fully investigate and respond before the next level of escalation in each case.

- Stage 1: Senior/Customer Success Manager
- Stage 2: Team Leader
- Stage 3: Head of Support/Head of Customer Success

Should you wish to make a complaint please refer to our Complaints Policy. The full policy can be found on our website.

### **Quality and Monitoring**

- Interactions between Clients and Juniper are sampled weekly.
- Interactions with feedback are automatically selected for assessment against our Quality framework.
- Feedback is provided to celebrate strengths and offer coaching for improvement.
- Feedback contributes to quarterly performance management.
- Metrics, including SLAs and a target of 95% CSAT, are monitored using Zendesk
- Clients identified as requiring additional support with software will be recommend to our Training services

### **Feedback**

- After each completed support desk request, clients will receive an automated 2-question satisfaction email.
- After each completed interaction with a Juniper professional services representative, clients will receive a link to a customer satisfaction survey.

Clients are encouraged to complete the survey to provide feedback on service quality.