CMS PUBLIC CLOUD

MANAGED SERVICES SERVICE LEVELS

1   Service Level Agreement

1.1   This SLA applies to the Managed Services provided by Interactive to the Customer in accordance with the Public Cloud Agreement . Service Levels applicable to the Cloud Resources are set out in the applicable CRP Terms.

1.2   Interactive will endeavour to meet the Service Levels, however the Customer acknowledges that a Failure is not deemed to be a breach of the Public Cloud Agreement .

1.3   Interactive may update this SLA from time to time by publishing an updated document at the relevant URL. The Customer is responsible to check the SLA to review and updates.

1.1   Capitalised terms used in this SLA are given the definitions set out in the Public Cloud Agreement , available at www.interactive.com.au/cms-terms-and-conditions/.

2   Incident Reporting Procedure

2.1   If a Customer experiences an Incident, the Customer must, the Customer must take all reasonable steps to ensure that the Incident is not a fault within the Customer's Responsibility Domain before reporting the Incident to Interactive.

2.2   If the Customer is satisfied that the Incident is not due to an issue within its Responsibility Domain, the Customer may report the Incident to Interactive's Service Desk as follows:

Phone: 1300 669 670 (in Australia) or +61 2 9200 2679 (internationally)

Online: http://www.interactive.com.au/support

Email: support@interactive.com.au

2.3   When reporting an Incident, Customers must provide the following information to Interactive:

(a)   Customer Name and Service ID affected by the Incident.

(b)   Description of the Incident, including the Customer's classification of the urgency and impact of the Incident in accordance with Table 1 and Table 2.

(c)   Name and contact details of the person reporting the Incident.

(d)   Name and location of the site affected by the Incident.

(e)   Business / Trading hours of the site affected by the Incident.

2.4   The Service Desk provides a 24 x 7 x 365 service for severity 1 and 2 Incidents and Business Hours for other
        Incidents and Service Requests.

2.5   Severity 1 and Severity 2 Incidents must be logged by telephone only. Severity 1 and Severity 2 Incidents not
        logged by telephone are exempt from the calculation of Service Levels. Severity 3 and Severity 4 Incidents may
        be logged by telephone or email.

2.6   Interactive, at its sole discretion, may charge the Customer a reasonable amount, based on the Standard Charge
        Out Rate, to diagnose an Incident if the Customer knew, ought to have known, or would have known following
        reasonable investigation, that the Incident was not caused by Interactive, or was caused by something within the
        Customer's Responsibility Domain.

3   Initial Impact Assessment

3.1   Interactive will determine the severity of any reported Incident based upon the Customer's impact assessment
        having regard to the urgency and impact definitions in Table 1 and Table 2. Interactive will then allocate a severity
        level in accordance with Table 3.

3.2   Where there is doubt regarding impact to a significant number of users or a few users, Interactive will be
        conservative and classify the Incident at the next highest level. Incident or problem severity level classification
        may be changed later with a valid reassessment.

3.3   If the Customer disagrees with Interactive's classification of an Incident, the Customer may escalate the matter to
        Interactive's Contract Representative to discuss the classification, rather than Interactive assigning a higher
        severity.

Table 1   Urgency Definitions

URGENCY			
Critical	**High**	**Medium**	**Low**
Critical business function impacted.	Important business function is impacted.	Administration activities impacted.	Business function continues.

Table 2   Impact Definitions

IMPACT			
Critical	**High**	**Medium**	**Low**
All Customer users are affected.	All business unit or department users are affected.	All team users are affected.	Only an individual is affected.

Public
Version: 1 July 2021

Table 3   Severity Definitions

SEVERITY		IMPACT			
		Critical	High	Medium	Low
URGENCY	Critical	SEV 1	SEV 2	SEV 2	SEV 3
	High	SEV 1	SEV 2	SEV 3	SEV 4
	Medium	n/a	SEV 3	SEV 4	SEV 4
	Low	n/a	SEV 4	SEV 4	SEV 4

4   Response and Update Service Levels

4.1   The response and update times are calculated starting from when the Customer first notifies Interactive about the Incident in accordance with clause 2.3.

4.2   Interactive is deemed to have met each of the Service Levels as follows:

(a)   For the Response Time Service Level (set out in Table 4):

(i)   In respect of Severity 1 and 2 Incidents – the time calculated from the time the caller provides all mandatory details until the time the caller is provided with an Incident ticket number; or

(ii)   In respect of Severity 3 and 4 Incidents or Service Requests - the time calculated from the time an email is received or telephone call is made providing all mandatory details until the initiator is emailed an Incident/Service Request ticket number in return.

(b)   For the Update Time Service Level (set out in Table 5): by providing updates to the Customer about the Incident by phone or email.

(c)   For the Restoration Service Level (set out in Table 6): by Restoring the Incident.

(d)   For the Service Request Service Level (set out in Table 7): by actioning the Service Request.

Table 4   Response Time Service Level

Severity Level	Classification Description	Response Time - Incidents logged by Telephone or Email (Business Hours for Severity 3-4)			
		Base	Essentials	Enhanced	Enterprise
Severity 1	Critical	< 1 Business Day	< 1 Business Day	< 1 hour	< 30 mins
Severity 2	High	< 1 Business Day	< 1 Business Day	< 2 hours	< 1 hour
Severity 3	Medium	< 4 Business Days	< 4 Business Days	< 2 Business Days	< 1 Business Day
Severity 4	Low	< 5 Business Days	< 4 Business Days	< 2 Business Days	< up to 1 Business Day
Severity 20	Service Request	< 5 Business Days	< 4 Business Days	< 2 Business Days	< up to 1 Business Day

Table 5   Update Time Service Level

Severity Level	Classification Description	Update Time - Incidents logged by Telephone or Email (Business Hours for Severity 3-4)			
		Base	**Essentials**	**Enhanced**	**Enterprise**
Severity 1	Critical	< 1 Business Day	< 1 Business Day	2 hours	1 hour
Severity 2	High	< 1 Business Day	< 1 Business Day	4 hours	2 hours
Severity 3	Medium	< 5 Business Days	< 4 Business Days	< 2 Business Days	< 1 Business Day
Severity 4	Low	< 5 Business Days	< 4 Business Days	< 2 Business Days	< 1 Business Day

5   Restoration Targets

5.1   The Restoration Service Levels are set out in Table 6. Interactive will endeavour to Restore the Managed Services after an Incident, to the extent the Incident is within Interactive's Responsibility Domain.

Table 6   Restoration Service Levels

Incident Priority Classification	Classification Description	Restoration Time (Business Hours for Severity 3-4)			
		Base	**Essentials**	**Enhanced**	**Enterprise**
Severity 1	Critical	< 2 Business Days	< 2 Business Days	< 1 Business Day	< 4 hours
Severity 2	High	< 2 Business Days	< 2 Business Days	< 2 Business Days	< 8 hours
Severity 3	Medium	5 Business Days	4 Business Days	4 Business Days	2 Business Days
Severity 4	Low	5 Business Days	4 Business Days	4 Business Days	4 Business Days

6   Service Request Targets

6.1   Interactive will endeavour to resolve a Simple Service Request, or Priority Service Request, within the Target Completion Time set out in Table 7. The Target Completion Time begins from when the Service Request is logged by the Customer, or the Account Executive or Service Delivery Manager on the Customer's behalf.

6.2   A **Simple Service Request** is a request from the Customer for a simple move, add, change or delete to the Cloud Services, determined by the Interactive to be a request that:

(a)   is non-complex and does not require planning or due diligence;

(b)   can be completed in 4 hours or less, by a single engineer and during Business Hours; and

(c)   does not require representation at Interactive's change advisory board.

6.3   If the Customer makes a request that is not a Simple Service Request, or requires planning, due diligence, multiple engineers, dedicated infrastructure or will take multiple days to complete, Interactive will treat these requests as a standalone project ("**Complex Service Request**"). Interactive will provide estimated delivery timelines for complex requests as part of the project plan, which is developed in consultation with the Customer during the project. Interactive cannot guarantee project delivery timelines for requests that are not Simple Service

Requests, as timelines vary depending infrastructure availability from suppliers and each party's resource availability.

Table 7   Service Request Service Levels

Incident Priority Classification	Classification Description	Target Completion			
		Base	Essentials	Enhanced	Enterprise
Severity 20	Simple Service Request – excluding removal of Cloud Resource	10 Business Days	10 Business Days	5 Business Days	4 Business Days
	Simple Service Request – removal of Cloud Resource	2 Business Days	2 Business Days	2 Business Days	2 Business Days
	Priority Service Request	2 Business Days	2 Business Days	2 Business Days	2 Business Days

7   Excused Disruptions

7.1   Interactive is not liable for any Failures caused or contributed to by:

(a)   underlying infrastructure managed by a CRP, including Cloud Resources.

(b)   the Customer, its contractors or representatives;

(c)   a Force Majeure event;

(d)   any Planned Outage Period; or

(e)   communication links, including those provided by Interactive; or

(f)   any Third Party Fault.