



Service Level Agreement for Providers of the CloudCTI service

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1. Support levels

1.1 First-line support

First-line support is carried out by the Customer's reseller and is concerned with accepting, investigating and analyzing the report or question, collecting the required information, including log files and - insofar as the reseller has the minimum level of knowledge deemed reasonably necessary to enable this - answering the question or resolving the report. This work may be performed on site or remotely. The reseller must maintain the minimum level of knowledge; CloudCTI offers appropriate regular training courses to this end which can be followed in return for payment.

1.2 Second-line support

Second-line support can be called in at the Customer's site by the Customer's reseller and, in turn, the Customer must ensure that a sufficient level of knowledge is available to deal with any questions and reports resellers may have, insofar as they are not concerned with shortcomings in the CloudCTI software. CloudCTI and the Customer will make every effort to guarantee the Customer's knowledge level.

1.3 Third-line support

If it is established that a question or report concerns a shortcoming in the CloudCTI software, the Customer may request third-line support by CloudCTI. Questions and reports will be processed if a complete report is submitted in writing, by e-mail, which provides all the required information, such as customer details, a description of the question or report, log files, etc. CloudCTI will operate a 24-hour response time on working days. Third-line support is also deemed to cover the building of connections to CRM and ERP software applications. Third-line support always takes place remotely.

2. Maintenance times

Maintenance work on CloudCTI software will take place outside normal working hours and the Customer will be informed in good time if noticeable inconvenience is expected.



3. Severity levels

Priority	Severity	Definition	Examples	Accessibility
1	Critical	Unavailability of the entire service at one or more user locations.	Complete unavailability of the Click2Dial and/or CRM Integration Service without a timely solution.	Support hours
2	High	Unavailability for one or more users, structurally reduced performance of the service for all users at one or more customer locations.	Reduced performance: Some outgoing calls are not recognized by the software, or incoming calls are frequently not recognized.	Support hours
3	Normal	Reduced performance for one or more users.	<10 times a day: Some outgoing calls are not recognized by the software, or incoming calls are frequently not recognized.	Support hours
4	Low	All questions which are not related to an impact on the service	A question about the service.	Support hours

4. Procedure

If an incident occurs, the Customer must report it to CloudCTI; this can be done by e-mail. Once an incident has been reported, the KPIs referred to in chapter 3 are applicable.

Support e-mail address : support@cloudcti.nl
 Opening hours (Support hours) : Working days 08:30 – 17:00
 Notification by telephone : +31 (0) 35 699 02 30
 24x7 contingency number*) : +31 (0) 35 699 02 44

** The contingency number can be called outside office hours and when several of the Customer's end-customers experience a priority 1 failure or there is a failure for which the MTTR has expired. During Support hours a contingency can be reported via the normal number.*



5. KPI's

Priority	Response time	TTTU (Target Time To Update)	MTTR* (Mean Time To Repair)	Telephone access	Performance target
1	4 Support hours	4 Support hours	To be determined	Support hours	➤ 90%
2	8 Support hours	8 Support hours	2 working days	Support hours	
3	1 working day	Best Effort	Best Effort	Support hours	
4	1 working day	Best Effort	Best Effort	Support hours	

* For an MTTR stated in working days, the start date is the day after the report.