

A woman with long brown hair, wearing a yellow sweater, is smiling and looking at a laptop screen. The background is a blurred office setting. The text is overlaid on the image in white, sans-serif font.

Service Level
Agreement Fivespark
Dienstverlening

Table of contents

Table of contents.....1

General2

Message type5

Service portal6

SLA: Report incident.....7

SLA: Service requests8

General faults.....8

Non-standard changes8

First time right8

Knowledge management9

24x7 Support.....9

Maintenance window9

Service contract10

SLA: Become a supplier 11

General

This Service Level Agreement (SLA) forms an integral part of the Agreement between Fivespark and the client. Regarding the implementation of the ICT Infrastructure and the management of the ICT Infrastructure. This is in addition to the agreements further described in the agreement (order confirmation/service agreement) and the associated appendices. In addition to the agreements in the agreement and this SLA, its General Terms and Conditions apply to all Fivespark services, as described at: <https://fivespark.com/algemene-voorwaarden>

Objective

In this SLA, the level of service provided by Fivespark to the client is defined in terms of responsibilities, service levels and agreements. The SLA also applies to subcontractors engaged by Fivespark. This SLA fully applies to all Fivespark services and the parts purchased by the client. The definitions and obligations agreed in the agreement apply fully to this SLA.

Main points:

- Fivespark undertakes to have and keep knowledge available regarding the provision of ICT services to the client.
- Fivespark acts as a 'single point of contact' to handle and coordinate incidents during their analysis and resolution.
- The Client has 24/7 access to an online portal where the progress of all reported incidents can be followed.
- Fivespark can be reached by telephone during office hours (08:30 - 17:30) with the exception of national holidays.

Exceptions

In addition to this SLA, Fivespark enables the client to make individual agreements regarding IT facilities and services. Any exceptions to the guidelines in this SLA may have financial consequences, which must be approved in advance by the client at all times.

All exceptions to the SLA will be included in the Agreement.

Related documents

This SLA is related to the following documents

- The signed agreement: The agreement between Fivespark and the client
- Annex belonging to the signed agreements
- Any service descriptions apply to the agreement.

Availability

General availability is stated in this SLA document. The response and resolution times mentioned in this document only apply if you purchase a service contract from Fivespark.

Service desk availability

The accessibility of the service desk is recorded in a support window that applies during office hours.

Register by telephone	
Contact details	088-4110033
Accessibility	Monday to Friday from 08:30 to 17:30

Register by email	
Contact details	service@fivespark.com
Accessibility	24 hours a day / 7 days a week

Register via portal	
Contact details	service@fivespark.com
Accessibility	24 hours a day / 7 days a week

Fivespark is closed on:

- New Year's Day
- Easter Monday and Easter Monday
- Ascension Day
- King's Day
- May 5 (if this is determined nationally)
- 1st and 2nd Pentecost
- Christmas Day and Boxing Day

Servicedesk smart handling

The service desk call handling performance is as follows:

KPIO	Description	Norm
Answering the phone	Calls answered during support window, excluding calls ended early.	95%
Answer time	Call answered <60 seconds	90%
	Call answered <30 seconds	75%
Maximum waiting time	< 3 minutes	90%
	< 5 minutes	95%
Receipt confirmation email	< 5 minutes	95%

Message type

Incident

An unplanned interruption or reduction in quality of service. Incident Management is the process of restoring any unplanned interruption as quickly as possible if this falls within the scope of the Fivespark service.

Service request

A formal request to have something delivered as agreed in the service contract. Such requests occur regularly and entail few risks.

Non-standard changes

Non-standard changes where the impact must be estimated in advance and can be scheduled after approval by the customer.

Service portal

To efficiently resolve incidents, service requests and standard changes, we use a ticket registration system. All reports are registered in this system.

Incident registration

We create a separate ticket for each incident. The incident is being investigated based on this ticket.

Information for reporting an incident

When reporting an incident, please provide at least the following information:

- Customer name
- Contact person
- Description of the incident
- Ticket number (if current ticket or repeat incident)
- Examples (if applicable)

Customer Updates

We will keep you informed by email, telephone or via our service portal about the progress and the measures we take to process the request. If we need more information to process the request or resolve the incident, we will contact the reporter of the request. Once the request has been processed, we will close the ticket.

When will you receive a message:

1. When we have processed the application
2. If there are any interim questions regarding the application or incident
3. When the request has been processed
4. If the incident has been temporarily resolved by a possible workaround
5. When the incident has been definitively resolved
6. If you add an update to the ticket yourself (via email or portal)

SLA: Report incident

Prioritization, response time and resolution times

For each priority level we have drawn up a Service Level parameter such as response times and resolution times. Incidents with the priority “urgent” must also be reported by telephone at all times.

Impact	Definition	Response time (within office hours)	Resolution times
Urgent	All customer users are affected by a disruption and are therefore completely inaccessible or unable to work. Also in the event of a cyber attack, ransomware or a hostage situation of the environment.	<30 minutes	90% within 4 hours
High	1 or more people are inconvenienced by a fault and can therefore not at all work.	< 1 hour	90% within 8 hours
Average	There is an error in one single user, but the user still can work through whether it concerns a service request.	< 8 hours	90% within 5 working days 70% within 3 working days
Low	This is not an incident just one information request or the error is so minimal that the user simply can continue working	Best Effort	Best Effort

*Repair time and response time are measured during the service window as described above.

SLA: Service requests

Service requests fall into the medium priority.

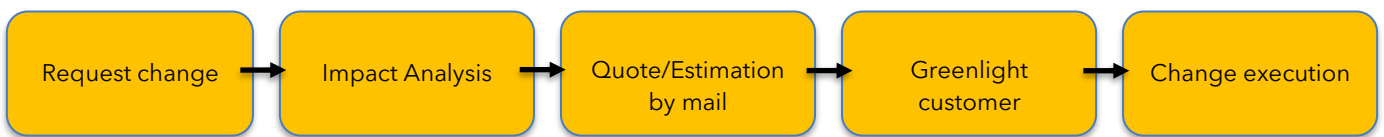
Service request handling time:
 90% within 5 working days
 70% within 3 working days

General faults

A general disruption concerns a disruption that occurs at multiple customers. If this occurs, Fivespark will collect all notifications and reactive notifications and merge them into one ticket. We will ensure clear communication towards our customers. After disruption, the tickets are canceled in a general feedback.

Non-standard changes

A non-standard change concerns a request for which the impact, costs and lead times are not known in advance and for which an impact analysis must be carried out. A non-standard change does not have a standard lead time because the possible impact is not known in advance and this will be agreed with you.



First time right

Fivespark applies a First Time Right policy, whereby disruptions must be resolved before a ticket can be closed. Fivespark always verifies with the requester or contact person whether a ticket has been resolved satisfactorily. When you close the ticket, you can be asked by email how satisfied you are with the handling of the ticket.

KPI	Description
-----	-------------

First time right Reports to the service desk are resolved successfully and do not need to be reopened.

Knowledge management

Fivespark maintains a knowledge base containing all information important to clients. By this we mean work instructions, procedures, documentation and service descriptions.

24x7 Support

Outside our regular office hours, you can report urgent reports to Fivespark by telephone if you use the Fivespark 24x7 support service.

Notifications with a medium or low priority will be picked up again within the support window the next business day.

KPI	Description	KPI
-----	-------------	-----

Response time priority < 2 hours (outside support window 95%
 Urgent outside support window

Login outside the support window

If an incident is reported outside the standard maintenance window, time registration starts from the opening of the support window. For the 24/7 service desk, breakdown service and urgent reports, these must be reported by telephone, e-mail or portal. Only applicable when purchasing a 24/7 service agreement.

Maintenance window

Fivespark's network is growing. Expanding the network and connecting new locations involves work on the network. In addition to this type of expansion work, regular maintenance also takes place to continuously maintain a high level of quality.

Planned maintenance work is communicated at least a week in advance to the customer who may be affected by this. Fivespark/Supplier strives to carry out the work in such a way that the impact is as small as possible. It may also prove necessary to carry out unannounced and unplanned maintenance or repair work.

For both applications, Fivespark has a maintenance window during which work may take place unannounced. This is between 9:00 PM and 7:00 AM every day.

As far as possible, Fivespark will also proactively report unannounced work, but this is not guaranteed. Necessary unplanned emergency work that is crucial for the quality of service may be carried out 24/7.

Service contract

Because not every company or organization has the same needs, it is possible to purchase a service contract from us. If a service contract is not used, the SLA is not included and your service requests, changes and incidents will be handled on a “best effort” basis and based on: actual costing.

Service contract

- Service requests
- SLA included
- Non-standard changes based on actual costing

SLA: Become a supplier

At Fivespark we also use services provided by third parties. The SLA for these services depends on the contract concluded with the relevant supplier.

Services that fall outside our service agreements

- When we unnecessarily must visit the location, while this could also be supported remotely.
- If there is a complex change. If you ask us whether we want to conclude and/or manage contracts with third parties, such as internet providers, software suppliers, building installations, etc.
- Resolving incidents that appear to be the result of incompetent, incorrect or inappropriate use of the service or of gross negligence, carelessness and/or intent by you or third parties operating on your behalf.
- If you have moved, moved or (re)installed something yourself without our prior approval. Work that is the result of changes/adjustments not carried out by us or of accidents, destruction, burglary, or similar calamities.
- If we must carry out repair work due to external causes, such as fire, water, moisture, and frost damage and/or theft.
- If we must carry out additional work because certain parts at your location are not easily accessible.
- If we are asked to provide support for incidents that are not related to our services.
- If we have previously given advice to update or replace certain software and/or hardware, and you have chosen not to follow this advice, we will charge you for the time we spend resolving malfunctions.
- If you request that work be carried out outside office hours, while this can be carried out within office hours without risk to the service.
- When Fivespark is contacted for an urgent incident or change outside the Fivespark support window and you do not use the 24x7 service.