

**MODULE KJP SLA**  
**Kinto Join Platform Service Level Agreement**

<b>Service Level Support Services:</b>	<b>Additional support functions, where purchased by Customer from time to time, include:</b>
<ul style="list-style-type: none"> <li>Initial community set-up services and end-user support</li> <li>The ongoing support and maintenance of the Platform in line with the Service Level Agreement (detailed below)</li> <li>Provision of Service Priority Level 2 and Priority Level 3 in English in line with Service Level Agreement</li> <li>Investigation and rectification of any errors in Platform</li> <li>The provision of maintenance releases</li> <li>The provision of upgrades to the Platform, including the provision of new versions of the Platform</li> <li>Communication support in line with the Service Level Agreement</li> <li>Perform daily backups and batch processing</li> <li>Maintenance, security and compliance in line with ICO/ Global Information Security Standards</li> <li>Marketing and engagement materials for scheme promotion</li> </ul>	<ul style="list-style-type: none"> <li>Community Management / Account Manager to increase engagement with the scheme</li> <li>Virtual or physical on-site events</li> </ul>

**Service Level Agreement**

- The technical infrastructure of the Platform is provided by: (a) Amazon Web Services ("**AWS**") in relation to cloud computing and related server facilities; and (b) Apple or Google Play in relation to Platform app download.
- Kinto shall use reasonable endeavours to (i) provide the management and maintenance of the Platform; (ii) end user and Customer support.
- This **Service Level Agreement** does not apply to maintenance and service level of cloud services provisioned by AWS.

**Platform Availability**

- The Platform is made available for use by Customers and/or Users 'as-is'.
- Kinto shall make the Platform available for not less than 98% of the time ("**Uptime Commitment**"). The Uptime Commitment calculation excludes: (i) scheduled routine maintenance which Kinto has notified the Customer and /or Authorised End Users with at least 72 hours' advance notice; (ii) any downtime or unavailability caused by use of the Platform by Customers and/or Authorised End Users in a manner not authorised in this Agreement (including any emergency maintenance required as a result of such unauthorised use); (iii) the issue has been caused by unsupported mobile devices, software or other services; (iv) deficiencies in internet providers, other factors outside Kinto's reasonable control; (v) downtime caused by any third party infrastructure provider.

**Response Time(s)**

<b>Priority Levels</b>	<b>Timeframe within receipt of Help Desk Ticket</b>	<b>Conditions - help desk ticket, based on the following categories:</b>
<b>Priority Level 1</b>	As soon as possible, but not longer than twenty-four (24) hours	Reserved for a ' <b>Critical Defect</b> ' - meaning faults that cause failure of the entire Platform or essential parts of it, resulting in total unavailability of the use of the Platform. Subject to complexity, provision of a temporary solution may be offered.
<b>Priority Level 2</b>	Within eight (8) Business Days	Reserved for a ' <b>Material Defect</b> ' – meaning a failure which impairs the use of the Platform to such an extent that reasonable use of the Platform is no longer possible or only possible at a disproportionately great expense. The simultaneous occurrence of several significant performance deficiencies may lead to a Critical Defect.
<b>Priority Level 3</b>	Within thirty (30) Business Days	Reserved for a ' <b>Non-Critical Defect</b> ' – meaning other malfunctions or loss of functionality which results in minor impairment to the use of the Platform. The simultaneous occurrence of several such deficiencies may lead to a Material Defect or a Critical Defect.

**Support**

The Customer or User may initiate help desk tickets through a customer support e-mail [Help.join@kinto-mobility.co.uk](mailto:Help.join@kinto-mobility.co.uk). Help desk tickets may cover errors, malfunctions or other issues. The Customer or User may initiate telephone support requests during 09:00 to 17:00 GMT in the UK) on a Business Day.