

## SERVICE LEVEL AGREEMENT

### 1. HELP DESK DETAILS

Helpdesk details are as follows:

HELPDESK DETAILS	
Support Days	Monday to Friday
Support Hours	08h30 to 17h00
Helpdesk Number	011 454-3420
Helpdesk Email Address	<b>Direct Hire:</b> <a href="mailto:support@mcidirecthire.com">support@mcidirecthire.com</a>

### 2. CALL LOGGING

The following information must be provided by **the Client** for all calls logged:

- 2.1. Name of person logging the call.
- 2.2. Date and time of call being logged.
- 2.3. Client reference number.
- 2.4. Name of person experiencing the problem and contact details.
- 2.5. System relating to the problem.
- 2.6. Severity level.
- 2.7. Description of the problem and what function was performed at the time.
- 2.8. Error messages.

### 3. RESPONSE TIMES

On receipt of the incident, **MCI** will review the incident and confirm the priority of the incident according to the priority matrix below and will respond accordingly:

PRIORITY	DESCRIPTION	RESPONSE TIME
Priority 1	Critical Impact to a production system	1 Hour
Priority 2	Critical Impact to a development system	5 Hours
Priority 3	Major Impact to production or development	6 Hours
Priority 4	Moderate Impact to production or development	24 Hours
Priority 5	Request for advice or product enhancement	48 Hours

#### 4. CALL RESOLUTION

- 4.1. On receipt of a call from **the Client**, **MCI** will assess the nature of the call and will respond appropriately, either by way of telephone and/or on-site assistance.
- 4.2. **MCI** will ensure that a reference number is provided for each call logged.
- 4.3. **MCI** will identify the incident and search to see if a solution already exists for that particular incident. If the solution exists, **MCI** will implement the solution expeditiously. If a solution does not exist, and the incident has been or is capable of being repeated, create a solution for that incident.
- 4.4. If the incident can only be resolved through a change to code, **MCI** must complete a **Change Request** estimating the work required and cost involved to make the change code.
- 4.5. **MCI** will inform **the Client** of all call severities reported.
- 4.6. **MCI** will notify **the Client** immediately on becoming aware if the call logging system is not available or its function is diminished in any way and when the call logging system is functioning properly again.
- 4.7. **The Client** must provide all information required for **MCI** to resolve an incident and to diagnose any problem.
- 4.8. **MCI** will update the person who logged the call on the status and progress of all calls logged at least every 24 hours until the call is resolved.
- 4.9. When an incident has been resolved, the incident must be updated by **MCI** by email to **the Client** as resolved and include the date, time and person who resolved the incident.
- 4.10. **The Client** may reject the '**Solved Status**' of the call logged within 24 hours of receipt of the email notification from **MCI** indicating that the incident has been resolved, failing which the incident will automatically be closed as resolved.
- 4.11. If an incident re-occurs with the same person who logged the call, a new call will need to be logged.
- 4.12. **MCI** will confirm with **the Client** and/or the relevant person who logged the call that the incident has been resolved and can be closed.

#### 5. REPORTING

- 5.1. **MCI** will provide **the Client** with a report on a monthly basis regarding all outstanding problems by email.
- 5.2. **MCI** will provide **the Client** with a monthly report in respect of all calls logged for the previous month.

#### 6. ESCALATION AND PROBLEM RESOLUTION

- 6.1. Should the **MCI** service described above not operate to **the Client's** satisfaction, **the Client** may report this in writing to one of the directors of **MCI** for resolution.
- 6.2. Any report so received will be actioned within 3 (three) days of receipt of same.
- 6.3. Reports can be e-mailed to the **Directors**: **Aliki Droussiotis** [aliki@mci.co.za](mailto:aliki@mci.co.za) or **Steven Bernard** [s.bernard@mci.co.za](mailto:s.bernard@mci.co.za).