

MCI's SERVICE LEVEL AGREEMENT

1. DEFINITIONS

- 1.1. **MCI Consultants (Pty) Ltd**, will be referred to as **MCI**.
- 1.2. **"The Client"** means the organization that has entered into an **Agreement** with **MCI**.
- 1.3. **"Parties"** means **the Client** and **MCI**, and **Party** means any one of them as the context requires.
- 1.4. **The Software** refers to **the Software** as detailed in the **Client Proposal**.
- 1.5. An **Incident** means any event that disrupts, reduces, or has the potential to disrupt or reduce the normal operation of the **Software** and **Services** covered by this **SLA**.
- 1.6. A **Change Request** means any additional work requested by **the Client** as may be agreed upon and signed by the duly authorised representatives of **the Parties** from time to time, in the form of a signed **Proposal/Quotation** and attached to, or making reference to, this **Agreement**, and which sets out the **Services** to be provided by **MCI** to **the Client** as stipulated therein, (in addition to this **Agreement**) and such other relevant information.

2. PURPOSE OF THIS SERVICE LEVEL AGREEMENT ("SLA")

- 2.1. The purpose of this **SLA** is to define the level of **Service** expected from **MCI**, establish metrics to measure performance, and outline responsibilities and remedies for **Both Parties**.

3. SCOPE OF SERVICES

- 3.1. **MCI** undertakes to carry out the **Services** as detailed in our **Proposal**.
- 3.2. The following **Services** can be included under this **SLA**:
 - **Software** implementation, customization, and maintenance.
 - Technical support and troubleshooting.
 - Training and consultation services.
 - Periodic updates and upgrades to the **Software**.

4. EXCLUSIONS

- 4.1. The **SLA** does not cover issues arising from:
 - Third-party integrations.
 - User negligence or failure to follow provided guidelines.
 - Force Majeure Events (natural disasters, acts of war, etc.).

5. RESPONSIBILITIES

5.1. CLIENT RESPONSIBILITIES

- **The Client** must provide all information required for **MCI** to resolve an Incident and to diagnose any problem.
- **The Client** must provide accurate and timely information to facilitate service delivery.
- **The Client** must maintain a reliable internet connection and supported hardware.
- **The Client** must follow guidelines and use the Software only as intended.
- **The Client** must promptly report issues with detailed information as per **Section 5** below.

5.2. MCI RESPONSIBILITIES

- **MCI** must ensure **Service** availability as per **Agreements**.
- **MCI** must maintain and update **Software** to address bugs and security vulnerabilities.
- **MCI** must provide training and documentation as detailed in the **Agreement**.
- **MCI** must communicate scheduled maintenance.
- **MCI** must respond to **Incidents** as per **Section 6** below.

6. INCIDENT LOGGING

6.1. All Incidents must be logged via email.

- **TM1:** tm1@mci.co.za
- **Sage:** sage@mci.co.za
- **Direct Hire:** support@mcidirecthire.com
- **NetCIS/Advisory Platform/Client Onboarding:** support@mci.co.za
- **TradeCIS:** tradecis@mci.co.za

6.2. The following information must be provided by **the Client** for all **Incidents** logged:

- Name of person logging the **Incident**.
- Date and time of the email received by **MCI** will be deemed the date and time the **Incident** is logged.
- **Client Reference Number.**
- Name of person experiencing the problem and contact details.
- **System or Software** relating to the problem.
- Description of the problem and what function was performed at the time.
- Error messages.

7. RESPONSE TIMES

7.1. **Incidents** will be categorized and responded to by **MCI** within the following timeframes:

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

8. CALL RESOLUTION

8.1. On receipt of an email from **the Client**, **MCI** will assess the nature of the **Incident**, confirm the Priority of the **Incident**, and will respond appropriately, either by way of telephone, and email and/or on-site assistance if required.

8.2. **MCI** will ensure that a reference number is provided for each call logged.

8.3. **MCI** will identify the **Incident** and search to see if a solution already exists for the **Incident** logged.

8.4. If a solution exists, **MCI** will implement the solution expeditiously.

8.5. If a solution does not exist, and the **Incident** has been or is capable of being repeated, **MCI** will create a solution for that **Incident**.

8.6. 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.

8.7. **MCI** will inform **the Client** of all **Incidents** reported.

8.8. **MCI** will notify **the Client** immediately on becoming aware if **MCI's** call logging system is not available, or its function is diminished in any way and when the call logging system is functioning properly again.

8.9. **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.

8.10. 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**.

- 8.11. **The Client** may reject the '**Solved Status**' of the **Incident** 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.
- 8.12. If an **Incident** re-occurs with the same person who logged the call, a new call will need to be logged.
- 8.13. **MCI** will confirm with **the Client** and/or the relevant person who logged the **Incident** that the **Incident** has been resolved and can be closed.

9. REPORTING

- 9.1. **MCI** will provide **the Client** with a monthly report on request regarding all outstanding **Incidents**.
- 9.2. **The Client** may request ad-hoc performance reviews to address specific concerns.

10. ESCALATION AND PROBLEM RESOLUTION

- 10.1. 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.
- 10.2. Any report so received will be actioned within 3 (three) days of receipt of same.
- 10.3. Reports can be e-mailed to the Directors: **Aliki Droussiotis** aliki@mci.co.za or **Steven Bernard** s.bernard@mci.co.za.