



Service Level Agreement

for computer services

1. Service Level Agreement

This part of the document defines Unimatica's minimum service levels and establishes the intervention times in the event of a malfunction of the services provided by Unimatica.

1.1. Service components

1.1.1. Physical security

Unimatica guarantees the use of rooms equipped with:

- air conditioning and controlled temperature systems;
- 50Hz, 220/240 ac power supply;
- emergency generator and uninterrupted power supply;
- smoke control and fire prevention measures;
- 24-hour access restrictions and physical security system (alarms);
- direct monitoring of the staff present;
- physical space structured to house servers inside standard 19" cabinets.

1.1.2. Internet connections

For the equipment under its responsibility and for causes that are directly attributable to Unimatica, it guarantees the server the availability of the connection from and to the Internet no less than 95% of each two solar month period.

Connectivity is provided through a main LAN connection on the Fastweb network at 10Mb/s and a second one at 2Mb/s.

The minimum band guaranteed to Unimatica for access to the Internet over the LAN is 4 Mb/s.

1.2. Specifications for service quality control

1.2.1. Service levels

The service levels are calculated in the time band indicated below for each type of service. Service levels will only be applied for areas of Unimatica's direct responsibility. Full operation of all functions is guaranteed from Monday to Friday, from 07:30 to 19:30. However, being a Web-based service, visibility and functionality must also be guaranteed, as far as possible, during the weekend and on bank holidays.

Weekday bank holidays (as indicated on Unimatica’s working calendar) shall be considered as non-working days (Sundays).

1.3. Definition of service level parameters and contents.

1.3.1. Criticality/Priority

This parameter that defines the contents and intervention times to the event indicated and is connected to the level of service.

The table below defines the criticality/priority connected to the event.

Each indication will be assigned a criticality level that establishes its procedure and solution times

Criticality/Priority	Description
Sv1	<u>Severe service non-availability</u>, with serious impact on customer activity. All events that totally prejudice the entire service will be classified in this category. The service is not usable and the problem affects all end users.
Sv2	<u>Partial interruption of the service</u> that cannot be overcome. A serious problem that influences a limited number of users or that only prejudices certain functions but affects all end users has been observed.
Sv3	<u>Degraded service</u>, the disservice can be temporarily overcome. The problem detected does not prejudice system functions (at most it prejudices accessory functions) but presents a certain inconvenience to end users.
Sv4	<u>Problems that do not have an immediate impact on the service</u>, or for simple information requests. Certain schedulable activities (actions that can be planned or postponed to times that are not critical for the service) are required.

1.4. Service measuring parameters

Taking charge/response times

This is the time that elapses between receipt of the call and the time Unimatica takes charge of it.

Unimatica must take charge of the indication within the maximum established time, with notification of the first evidence of the problem and the Work Plan that one intends to undertake for diagnosis and resolution.

The Work Plan is the procedure (in terms of actions and planning) that one intends to undertake both to obtain correct determination and resolve the problem.

The taking charge time must not be confused with the resolution time, in this context, the escalation and problem determination needed if an exhaustive diagnosis or resolution is also classified as an action.

Availability

The time windows within which the single items composing the service are guaranteed. Service availability calculations exclude the periods needed for technical work on equipment and lines constituting the network and the times necessary for the entry of new settings and updates on the nodes.

Up-time

The period of availability (expressed as a percentage of time) of the systems measured in the service provision time band. Does not include downtimes established in advance.

Exceptions

Unimatica is not responsible for disservices caused by:

- ✓ Scheduled web maintenance work;
- ✓ Natural disasters, uprisings and exceptional events;
- ✓ Malfunctions deriving from external communication;
- ✓ Incorrect configuration of equipment by clients (other than those defined and certified by Unimatica).
- ✓ Problems connected to equipment managed by the client;

1.5. Service levels

1.5.1. Service level indicators

With the exception of system availability, service levels are measured, with taking charge and provision expressed in hours; for the monitoring services, the measurement of the taking charge time is not significant as it is a continuously provided service, not one provided after an indication or request.

The UPTIME parameter described above is used for System availability.

1.5.2. Description of the Service Levels

The service is provided according to the following time modes:

- **Taking charge of problems and indications**

	07:30-9:00	09:00-18:30	18:30-19:30
Mon-Thurs	2 hours Fax and/or e-mail	1 hour By telephone, fax or e-mail	Within the first two hours of next day Fax and/or e-mail
	07:30-9:00	09:00-18:30	18:30-19:30
Fri	2 hours Fax and/or e-mail	1 hour By telephone, fax or e-mail	Within first 2 hours of following working day. Only crit. Sv1
Sat-Sun	Not provided		

Observance of the service levels for taking charge of indications cannot disregard the modes with which they are processed. It is not intended to guarantee the taking charge of indications performed on different channels or with modes other than those indicated.

- **Management of applications and system back-ups**

It is Unimatica's responsibility to activate all the services and measures needed for correct data saving and storage of the same for the agreed period and modes.

	Frequency	Retention period
Differential	Daily	7 days
Full Back-Up	Weekly	2 Weeks

In the case of disaster recovery, restore activities will be performed directly by Unimatica within 5 days.

- **Malfunction management**

Malfunctions can be detected through system and web monitoring (and therefore according to the above modes) or by notifying the Service Client's Operative Contact Person.

	09:00-19:30
Mon-Fri	Management of malfunctions reported on indication or detected through monitoring (Criticality lev.Sv1,Sv2, Sv3,Sv4)
Sat-Sun	Management of unresolved malfunctions on indication or monitoring (Criticality lev. Sv1)