LOGWISE

Logwise Standard Service Level Agreement

Effective date: 1st December 2020

LOGWISE

1. Service Level Agreement - Availability

Logwise strives for 100% availability of all service components.

Availability SLA applies for issues affecting all users of the service. Therefore only P1 & P2 issues are covered by our availability targets. Service levels for P3-P5 are covered by section 2 - Support.

Availability Target

99.5% availability measured from multiple EU locations on a monthly basis.

Disaster Recovery Target

In the unlikely event Logwise services experience a catastrophic data loss event a disaster recovery procedure will be initiated to reinstall the required production environment components and restore data to a safe restore point.

Disaster recovery can be initiated 24/7/365 irrespective of Logwise Support hours.

Objectives

Response Time Objective (RTO) to restore a fully functional environment: 24 hours
Restore Point Objective (RPO) maximum age of data loss measured from initial time of failure: 1 hour

2. Service Level Agreement - Support

Logwise always endeavours to provide support responses and resolution as swiftly as possible.

Response & Resolution Targets

Severity	First Response	Resolution
P1	8h	8h
P2	8h	16h
P3	8h	20h
P4	8h	40h
P5	8h	-

Response and resolution targets above are measured during support hours from when the correct priority level has been registered in the Logwise Support system.

Chat and email channels do not allow users to specify priority in a manner which will guarantee Logwise to immediately escalate P1 & P2 issues. These channels require an initial triage which will introduce a delay in escalation. Therefore P1 & P2 issues should always be registered through the Logwise Support Portal to ensure fastest resolution.

Outside official support hours best effort support is provided but no response or resolution targets are provided.

3. Service Credits

Availability Failure

Credits are provided for failures to provide the monthly availability target.

% availability	% credit
<99.5%	5%
<99%	10%
<95%	25%
<90%	50%

Support Failure

Credits are provided for failure to provide timely support.

First response target failure per support ticket: 2% of monthly fee.

Resolution target failure per support ticket:

Resolution time	% credit
Over target, less than 2x resolution target	0%
2x or more, less than 3x resolution target	2%
3x or more, less than 5x resolution target	5%
5x or more	10%

Application of Service Credits

The % credits are applied monthly calculated as a percentage of the Monthly Contract Value. Maximum credits per month are capped at 100%. Credits are applied at prolongation to the invoice for the next period. In the event the customer cancels, any outstanding service credit will be repaid to the client at the end of the contract period.

Termination Option for Chronic Problems

If, in 3 consecutive months or any 4 months in a 12 month period, Customer
(a) experiences less than 90% Availability
(b) receives Support Service Credits totaling 50% or more in each month

Customer may terminate their agreement with immediate effect. On such termination the Customer is entitled to receive a reasonable refund for any unused pre-paid period.

4. Definitions

Severity levels

Priority 1 (P1) - Major = Service is down, inaccessible from the internet or partial loss of functionality where more than 50% of the clients system modules are unavailable or malfunctioning.

Priority 2 (P2) - Severe = Severe performance degradation or partial loss of functionality where 50% or less of the clients system modules are unavailable or malfunctioning.

Priority 3 (P3) - Minor = Core functionality is unaffected but the issue is affecting efficient operation for one or more users.

Priority 4 (P4) - Low = The issue is an inconvenience or annoying but there are workarounds or alternatives. The Issue is caused by incorrect data entry by the user or forgotten instructions, passwords and the like.

Priority 5 (P5) - Information Request = Not an issue. The system works as expected and the user wants information about how to proceed with performing the tasks at hand or wants clarification on aspects of how the system works.

Examples

The application is returning an error message for all requests or no users are able to login. Severity P1.

Users can log in and access most parts of the application but some functionality is broken. Severity P2.

Most users can utilise the entire application without issue. One or more individuals cannot access the application as a whole or cannot access certain parts of the application. Severity P3.

A user needs help logging in. Severity P4.

An organisation administrator wants to discuss what access rights to grant a new administrator. Severity P5.

System Availability

System Module (Monitoring Group)

A system module is a monitoring group composed of one or more service components (websites, APIs etc) which in combination provide a defined set of functionality within the application (authentication, email sending, insider lists etc).

Service Monitoring Locations

Logwise utilises geographically distributed monitoring services which periodically access service components to measure their performance and availability. Monitoring is performed by accessing a special endpoint exposed to the monitoring services to measure the components heartbeat. Heartbeat calls exercise each component's dependencies such as databases, queues, file storage etc to ensure all dependencies are accessible and responsive.

Up / Down

A module is defined as Down if any component of the module is down. A component is defined as Down if 3 or more service monitoring locations cannot access the components heartbeat endpoint or the endpoint returns an error. In all other cases the module is defined as Up.

Availability

The average % Uptime of all the monitor groups related to a client's contract over a month.

Component Performance

Service monitors measure the total download time for a component's heartbeat: DNS lookup, connection, SSL handshake, heartbeat processing time and download time.

Support Hours

Non-holiday Monday - Friday 09:00 - 17:00 (Stockholm time CET & CEST)

Holiday schedule follows Swedish official public holidays, de-facto holidays and squeeze days in total 18 or more weekdays per year.

New Year's Day	1st Jan
Twelfth Night	5th Jan
Epiphany	6th Jan
Good Friday	Moveable (2020: 2nd Apr)
Easter Monday	Moveable (2020: 5th Apr)
International Workers' Day	1st May
Ascension Day	Moveable (2020: 13th May
Friday after Ascension Day	Moveable (2020: 14th May
Walpurgis Night	30th April
National Day	6th Jun
Midsummer Eve	Moveable (2020: 25th Jun)

Midsummer's Day	Moveable (2020: 26th Jun)
All Saints' Eve	Moveable (2020: 20th Oct)
All Saints' Day	Moveable (2020: 31st Oct)
Christmas Eve	24th Dec
Christmas Day	25th Dec
Second Day of Christmas	26th Dec
New Year's Eve	31st Dec

Squeeze days occur when there is a single weekday between a weekend and a holiday.

Support Channels

Support Portal

https://support.logwise.com is the preferred channel for registering issues and requesting support.

Support portal is available 24/7/365 with 99.9% availability and contains self-help support articles and instructions for end users and administrators.

Email
Send email to support@logwise.com

Chat
Support via chat may be provided on Logwise websites and applications.

Service Credits

Monthly Contract Value

The total fixed fee amounts paid by the Customer for the month in question. For annual or longer contracts monthly value is calculated as the total contract amount divided by the total number of months the contract covers. Pay per use, variable fees and extraordinary support fees are not included in the monthly contract value for service credit calculations.