

ZINKT Service Level Agreement

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1 Service Level Agreement

1.1 VERSION DETAILS & CHANGE HISTORY

Document Owner ZINKT Inc

Version	Date	Description	Author
1.0	03/01/2020	Document Creation	Mike Zaranyik
1.1	02/01/2021	Replace portal with email	Mike Zaranyik
1.2	04/05/2022	Adding partner SLA	Mike Zaranyik
1.3	07/11/2022	Service Scope update	Alex Sandu

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2 Agreement Overview

2.1 SLA INTRODUCTION

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between ZINKT and the Customer or Partner for the provisioning of their services required to support and sustain their product.

This Agreement remains valid until superseded by a revised agreement. This Agreement outlines the parameters of all services covered as they are mutually understood by ZINKT and the Customer.

2.2 DEFINITIONS, ACRONYMS, & ABBREVIATIONS

Term	Description
Customer	Customers that use a ZINKT product or service whether it is direct with ZINKT or indirect
Indirect	When the customers relationship is managed through another company
Direct	When the customers relationship is managed by ZINKT
SLA	Service Level Agreement
KPI	Key Performance Indicator
Standard	The standard SLA in place between ZINKT and the customer
Premium	A chargeable service that provides enhanced service/support features
Partner	A company that resells the ZINKT application and has an active reseller agreement in place

2.3 GOALS & OBJECTIVES

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service & support to ZINKT customers.

The goal of this Agreement is to obtain mutual agreement for service provision between ZINKT and their customers.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3 Service Agreement

The following detailed service parameters are the responsibility of ZINKT in the ongoing support of this Agreement.

3.1 SERVICE SCOPE

ZINKT offers two service packages; Standard & Premium. All Customers receive the Standard service; the Premium service is optional and is available for an additional charge unless stated in the agreement between ZINKT and the Customer.

Standard	Partner	Premium
10hrs x 5 days (7am – 5pm EST)	Direct Access to Tier 2 Resources	Direct Access to Tier 2 Resources
SLA Commitments	Case Management Priority	Case Management Priority
ZINKT Support Service	+ All Standard Support	ZINKT and Incent Support Service
ZINKT Operating Guide		5 Professional Service Hours per month
Case Submission via email		Integration Process Monitoring
Priority SLA based on Severity		Org. & Process Assistance
		+ All Standard Support

3.2 CUSTOMER/PARTNER RESPONSIBILITIES

Customer or Partner responsibilities and/or requirements in support of this Agreement include:

1. When a Partner is involved, the Partner is the primary contact with the end Customer and ZINKT and will facilitate all communication.
2. The Customer or Partner is to submit the service request by email to support@zinkt.com providing all necessary information and assistance related to service performance that allows ZINKT to meet the performance standards as outlined in this document.
3. The Customer or Partner shall inform ZINKT regarding changing business requirements that may necessitate a review, modification, or amendment of the SLA.
4. The Customer or Partner is to inform ZINKT when the support request has been completed and/or no further action is required.
5. The Customer shall channel the support request to the correct provider.
6. Reasonable availability of customer representative(s) when resolving a service-related incident or request.
7. When services are chargeable, customer shall make payment for all support costs at the agreed interval.

3.3 ZINKT RESPONSIBILITIES

ZINKT's responsibilities and/or requirements in support of this Agreement include:

1. ZINKT will provide the Customer or Partner an agreed method & template for which all support requests are to be submitted.
2. ZINKT will meet the response times stated in the Service Level Agreement.

3. ZINKT will act as primary support provider of the services herein identified except when third-party vendors are employed who shall assume appropriate service support responsibilities accordingly.
4. ZINKT will inform the customer regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, disruptions or as otherwise necessary.
5. ZINKT will redirect the customer to the correct provider if the support request is not related to ZINKT's products or services.
6. ZINKT will publish the KPI results as requested by the customer.

4 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

4.1 SERVICE RESPONSE, LEVELS, RANKINGS, AND PRIORITY

In support of services outlined in this Agreement, ZINKT will respond to service-related incidents and/or requests submitted by the Customer or Partner within the following time frames:

Type	SLA	Examples
P1 - Critical	2 hours	Processing of data impacts Payroll or deadlines.
P2 – High	8 hours	Unable to move through daily administration tasks.
P3 – Medium	12 hours	Help with how to request that has minimal impact on daily administration.
P4 – Low	24 hours	General question; no impact on daily administration or function.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request, availability & when applicable as determined by ZINKT.

4.2 SUPPORT SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

1. Support Requests will be monitored 7:00 A.M. to 5:00 P.M. ET Monday – Friday excluding recognized Canadian Holidays.
2. Support Requests received outside of office hours will be collected, however no action can be guaranteed until the next working day

4.3 KEY PERFORMANCE INDICATORS

The Key Performance Indicators below will be used to evaluate the success of the Service Level Agreement.

Metric	Commitment	Measurement
Availability	10 hrs 5 days a week	Case Response Time
Response Time	95% response rate	Case Response Time
Resolution Satisfaction	90%	Customer Satisfaction Score

4.4 EXCEPTIONS AND LIMITATIONS

ZINKT shall use commercially reasonable efforts to make the Services available in accordance with the service levels set out in this SLA.

Customer's remedies are limited to those listed in the SLA. Any credits issued by ZINKT pursuant to the SLA are discretionary and apply to outstanding or future invoices only and do not survive termination of any subscription or commercial agreements.