Standard - Service level Agreement (SLA)

Definitions

Term	Definition
Critical issue	The situation completely halts your business operations and no procedural workaround exists: ● Service is down or unavailable. ● Data corrupted or lost and must restore from backup. ● A critical documented feature / function is not available. This type of issue requires the customer to have dedicated resources available to work on the issue on an ongoing basis with Fliplet.
High priority issue	The situation partially halts your business operations and no procedural workaround exists: ● An issue is affecting some but not all of the users ● Service is operational but highly degraded performance to the point of major impact on usage. ● Important features of the product are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. This type of issue requires the customer to have resources available to work on the issue with Fliplet when requested.
Medium priority issue	There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable.
Low priority issue	Inquiry regarding a routine technical issue; information requested on application capabilities or configuration; bug affecting a small number of users or less. Acceptable workaround available. This is the default applied to all issues unless the customer specifies the issue has a higher priority.
Response time	The time it takes for Fliplet to acknowledge the support ticket. Typical responses include: 1. Email confirming your ticket has been received 2. Chat message confirming your ticket has been received 3. Verbal confirmation your issue is being looked into
Resolution	The issue is resolved based on its current priority. If additional issues continue to occur they will be created as new requests and this request will be closed.

Uptime	The product responds as is expected to a request via Fliplet Studio or via an app up to 30 seconds after a request is made.
Apps built with Fliplet	Refers to apps created with Fliplet's product including Fliplet Viewer. This includes apps on: 1. Apple devices with a specific operating system version 2. Android devices with a specific operating system version 3. Web browsers from specific vendors and with specific versions To find out the current versions of each operating system we support please consult Fliplet as these change based on the current versions of software released. Apps can offer a 100% uptime guarantee if they work offline and do not depend on Fliplet's infrastructure to operate.
Fliplet API	Refers to the APIs Fliplet exposes to its apps and Fliplet Studio for supplying data and control.
Fliplet Studio	The web interface supplied for building apps in web browsers from specific vendors and with specific versions. To find out the current versions of each web browser we support please consult Fliplet as these change based on the current versions of software released.
Backup	Fliplet backs data up daily and stores backups for a minimum of 30 days. Backups are stored in the same geographic region and across multiple sites. Fliplet does not move the data outside of the geographic region it is created within.

Uptime target

Fliplet aims to ensure its services are online an average of 99.5% of the time. This means Fliplet targets no higher downtime than

- 7.2 minutes per day
- 50.5 minutes per week
- 3.65 hours per month
- 43.8 hours per year

This uptime excludes pre-agreed maintenance periods. Maintenance periods will be communicated to Fliplet account administrators by email. Support hours and language
9:30 am – 6:30 pm UK working days, excluding public holidays
9:30 am – 6:30 pm US EST working days, excluding public holidays
Support is offered in English.

Support channels
      Email ticketing system: support@fliplet.com
      Online ticketing system: http://help.fliplet.com
      Support site: http://help.fliplet.com
      Chat: via Fliplet Studio
      Phone: +44 (0)20 3582 9720 (UK) +1 (415) 200 3720 (US)
Response times during support hours
Average response time: Less than 1 hour.

Issue priority	Response time
Critical	4 hours
High	8 hours
Medium	48 hours
Low	72 hours

Resolution hours

The times we can resolve issues.
9:30 am – 6:30 pm UK working days, excluding public holidays
Resolution times from response time
Resolution time refers to the target number of resolution hours lapsed since a response was supplied.

Issue priority	Resolution time
Critical	8 hours
High	48 hours
Medium	7 days
Low	No time specified
App build times – Web, iOS & Android	2 days

                    Commercial in confidence

Scope of SLA

These aspects are covered:
- Fliplet services
  - Fliplet's REST APIs
  - Fliplet Studio
  - Android apps built with Fliplet
  - Apple apps built with Fliplet
  - Web apps built with Fliplet
- Functionality provided by standard features in Fliplet Studio, APIs or servers
- Custom code or functionality created by Fliplet for a customer due to a professional services commercial agreement

These aspects are not covered:
- Content or design provided by the customer., this is managed by the customer via Fliplet Studio or Fliplet APIs
- Custom code that adds new features or alters existing functionality created by the client
- 3rd party dependencies such as Apple app stores, Google Play, APIs or services outside of Fliplet's control

Rebate credits (Gold Plan and above only)

If Fliplet fails to meet the uptime target the customer can request a credit be applied to their account.

The daily cost of each service will be provided as a credit based on the number of days the uptime target is not met.

Credits will be applied to a customer's account. It is the responsibility of the customer to apply for credits and applications must be made no longer than 60 days after each event.

Fliplet service	Rebate for service outage per day
Fliplet Studio	20%
Fliplet REST API	20%
Apple app built with Fliplet	20%
Android app built with Fliplet	20%
Web app built with Fliplet	20%

Examples:
1. REST API is offline for 2 days. The calculation for credit would be:
   a. Total license cost per day: £205 (£75,000 annual license cost / 365 days)
   b. API credit rebate per day: 20%
   c. Total rebate per day: £41
   d. Total days uptime wasn't met: 2
   e. Total credit: £82 (£41 x 2 days)
2. All apps are offline for 1 day. The calculation for credit would be:
   a. Total license cost per day: £205 (£75,000 annual license cost / 365)
   b. Credit for Apple app, Android app and Web app rebate per day: 60% (3 x 20%)
   c. Total rebate per day: £123
   d. Total days uptime wasn't met: 1
   e. Total credit: £123 (£123 x 1 day)

Rebate credits are based on the annual license cost in this agreement and being paid at the time of any event.