

Support Guide

1. Support Services

Pinewood shall provide technical support services for the Products (“Support Services”) in accordance with this Service Level Agreement (“SLA”). The Client may submit requests for technical support at any time by completing the Support request form [here](#). The form asks for the key information necessary to quickly and efficiently resolve the issue.

All Support Services shall be provided in English and available 24hours hours a day 7 days a week.

2. Support Incidents and Priority Levels

Each request for Support Services shall constitute a “Support Incident.” Pinewood shall, acting reasonably and in good faith, assess each Support Incident and assign an appropriate priority level based on the nature and severity of the issue.

3. Response Times by Priority

The following response times apply to correctly logged Support Incidents received during Hours of Coverage:

Priority	Description	Initial Response Time	
High (P1)	The Client is unable to access or use a Product, or use of a Product is severely impaired or degraded, preventing major functions from being performed.	2 hours or less	
Medium (P2)	The Client’s productive use of an important but non-critical function of a Product is disabled or impaired.	12 hours or less	
Low (P3)	An issue causes a minor adverse impact on the Client’s use of a Product.	24 hours or less	

Response times refer to initial response and do not guarantee resolution within that timeframe. After the initial response, Pinewood will provide status updates at reasonable intervals based on the applicable priority level until the Support Incident is resolved.

Support requests that constitute general enquiries, training requests, product enhancement or feature requests, configuration or customisation requests, or that do

not relate to the functionality, availability, or operation of the Products shall not be treated as Support Incidents for the purposes of priority classification. Seez shall use commercially reasonable efforts to respond to such requests within five (5) business days.

4. Availability Service Level

Pinewood shall use commercially reasonable efforts to ensure the Products achieve an overall monthly availability of **99.7%**, excluding planned and emergency maintenance, as further detailed in this SLA.

5. Maintenance

While Pinewood aims to make the Products available 24 hours per day, 7 days per week, planned and emergency maintenance may be required. Planned maintenance will be carried out based on market assessment of traffic, time zone and business requirements. Emergency maintenance may be carried out at any time depending on the associated risk or impact to the integrity of the product, service or accompanying data

- **Planned maintenance:** at least two (2) weeks' prior written notice
- **Emergency maintenance:** at least eight (8) hours' prior written notice, where reasonably practicable

6. Business Continuity and Disaster Recovery

Pinewood maintains business continuity and disaster recovery plans designed to support service restoration in the event of a disaster. For the purpose of this section, a disaster is an incident or event which; causes or threatens to cause full and total system outage or total workflow interruption to multiple users.

The business continuity and disaster recovery plans are continually updated in line with infrastructure improvements and risk assessments, seeking to ensure all aspects of the Product are capable of functioning in the midst of disruptive events.

The key metrics defined by the planning are the Recovery Time Objective (“**RTO**”) and the Recovery Point Objective (“**RPO**”).

- The Recovery Time Objective (RTO) defines the target resolution time of an outage.
- The Recovery Point Objective (RPO) defines the target point in time to recover data in the event of an outage.

The RTO and RPO metrics defined have been integrated in the architectural design in order to ensure the most suitable recovery strategy for each system is implemented to

meet those metrics, with the best possible balance of cost, risk and quality of service. The core principles of the design are as follows:

- RTO and RPO targets are achievable and tested.
- There should be no single point of failure in any systems.
- Backups (snapshots) of databases are taken periodically throughout each day.
- Critical data is replicated across multiple availability zones within a given geographic region for full redundancy (and each availability zone is made up of multiple physical data centres).
- Highly available environments with services replicated between multiple servers across multiple availability zones to enable continuous access to systems and data.

RTO & RPO Service Level Objectives

- **Operational Recovery Time Objective (RTO):** two (2) hours
- **Operational Recovery Point Objective (RPO):** up to a maximum of 24 hours