Tsebo Group IT SLA

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1. EXECUTIVE SUMMARY

Purpose:

The purpose of the Tsebo IT Group SLA is to formalise an arrangement between Tsebo IT and Tsebo Solutions Group and its affiliates and subsidiaries. To deliver specific support services, at specific levels of support.

This SLA will evolve over time, with additional knowledge of client requirements, as well as the introduction of new acquisitions, affiliates and subsidiaries as well as applications and services into the support portfolio.

2. PROBLEM DIAGNOSIS AND SOLUTION DEFINITIONS

Tsebo IT Service Desk support times:
- Tsebo IT Service Desk will be available Monday to Friday between 07h30 and 17h00 for accepting fault reports, excluding South African public holidays.

- Basic support will be provided by the Tsebo IT Service Desk Agents

Technician Support hours for Priority 1 calls
- Support times for *Priority 1* * calls can fall outside of normal working hours or as agreed with the customer. This may include public holidays and weekends.

Technician Support hours for all other Priorities
- Support for priority 2 and below is provided from Monday to Friday between 08h00 and 16h30, excluding public holidays in the respective system location. *as outlined in Table 1*

3. PROBLEM DIAGNOSIS AND SOLUTION DEFINITIONS

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Definition of On-Site Service:

- On-site diagnosis faults reported by the customer.
- Repair of hardware faults.
- Initiation of logistics process for supplying the required spare parts in consultation with the customer.
- Replacement of faulty components, modules or terminals without provision of hardware.
- Implementation of software correction measures on-site at the discretion of Tsebo IT.
- Assembly, disassembly and restart of equipment as required for the implementation of repair work.
- Performance of system security and function checks after on-site repair work is finished.

Definition of Remote Service

- Diagnosis of the fault reported by the customer by means of remote access.
- Repair of faults by remote correction or by modifying the configuration if this is possible via remote access.
- Identification of faulty hardware if this is possible via remote access.
- Initiation of logistics process for supplying the required spare parts in consultation with the customer.
- Implementation of software correction measures by means of remote access at the discretion of Tsebo IT.
- Provision of remote support for the on-site service engineers deployed for handling the fault. Performance of system security and function checks after the remote repair work is finished.

4. SERVICE PERFORMANCE LEVELS AND TIMEFRAMES:

PRIORITY CODES, REMOTE RESPONSE TIME AND RECOVERY TIME *(Table 1)*

CODE	DESCRIPTION	RECOVERY TIME
1	**Highest Priority** The ability to conduct business has stopped. ***Examples:*** Server down, network down, database down, application down, any component of POS down that stops 1 or more tills from transacting.	6 Business Hours
2	**High Priority** Service is seriously degraded but can continue its operation via a workaround or incremental resource for a short period of time before business stops. ***Examples:*** Extremely slow system performance, a piece of application functionality is down or has a bug.	10 Business Hours
3	**Normal Service** Problem or incident where single users can operate some of the system activities normally, but a definite problem is identified.	24 Business Hours

Recovery Time: Is defined as the time that elapses from the moment the customer logs a fault to the time a workaround or permanent solution is found.

WHEN DOES THE SERVICE CLOCK STOP?

- System components, modules and spare parts or hardware units may need to be ordered from 3rd party vendors.
- Faults due to incorrect operation by the operator/user or his employees
- Faults caused by Third Parties not acting on behalf of Tsebo IT • Faults due to *force majeure* (fire, water, war, sabotage, etc.)
- Waiting times at the customer's premises (e.g. access, contact partner, keys, provision of backup, union strike) Faults caused by line problems on the part of the network operator/carrier.
- Failure of the external power supply

- Escalation to developers or service providers.

5. PROBLEM DIAGNOSIS AND SOLUTION DEFINITIONS

Monitoring of services:
Service levels will be monitored daily and will be displayed on the Tsebo IT SLA Dashboard.

SLA Reporting:
SLA reports will be reviewed by IT management monthly. A monthly report will be generated and included in the Tsebo IT Manager's Report. Benchmarks, Targets and Metrics will be reviewed weekly and monthly.

Service Review Meetings:
Service review meetings will be held every month. Minutes of those meetings will be generated and recorded.

6. CUSTOMER DUTIES AND RESPONSIBILITIES

When sending an email to the Service Desk, try to be clear and concise, with all relevant information included. Specify your location and contact details, together with a clear description of the request or incident. If you are logging a call on behalf of a business unit, provide the site contact details.

The below template is recommended.

Customer	Your full name
Contact details	Your landline and mobile number
Location	This refers to the location where the incident should be attended to, or where the request can be finalized
Site contact details (if applicable)	The full name and telephone number(s) for the person we should engage with at the site
Incident (if applicable)	A clear description of the problem
Request (if applicable)	A clear description of the request

We strongly recommend the attachment of screenshots in your emails to the Service Desk – especially when a technical issue is being reported. Attachments are also recommended for your requests. These attachments often clarify important details that may be challenging to convey in your description of the issue or request.

A reference number and the priority code will be issued by Tsebo IT Service Desk. A record of the reference number and code should be kept by the Customer as well as the time the call was placed.

7. CONTACT DETAILS

Tsebo IT Call Centre Contact Details:

My Tech Hub Mobile App

support@tsebo.com

0800 111 544 or (+27) 12 642 4016

Working Hours covered by the Tsebo IT Group SLA

Monday to Friday	07h30 till 17h00 for all support. 24 hours for password resets and Priority 1 calls
Saturdays	Only password resets and Priority 1 calls supported
Sundays & Public Holiday	Only password resets and Priority 1 calls supported
After Hours	Only password resets and Priority 1 calls supported

TSEBO IT ESCALATION MATRIX

The IT Escalation matrix is available should you have any complaints or if you identify an opportunity to improve our service. Please ensure that you familiarise yourself with the support resolution times and have a valid reference number before you escalate.

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LEVEL 0	**Service Desk**	0800 111 544 or (+27) 12 642 4016

LEVEL 1	**John Odendaal** IT Team Lead - National	+27 11 441 5445 +27 82 466 5261 jodendaal@tsebo.com

LEVEL 2	**Vishal Singh** Group IT Service and Infrastructure Manager	011 441 5411 +27 82 378 7103 vsingh@tsebo.com

LEVEL 3	**Vinesh Gramny** Group IT Manager	+27 11 441 5471 +27 82 462 7047 vgramny@tsebo.com

LEVEL 4	**Yosheen Padayachee** C.I.O	+27 64 870 4866 ypadayachee@tsebo.com