

Technical Support SLA

Fresh Relevance will offer a manned telephone line and email support for queries relating to the services provided by Fresh Relevance during the hours of 8am to 6pm (UK time) Monday to Friday (excluding UK bank holidays).

Technical Support – What does it cover?

The support desk provides help and guidance to our clients with their use of the Fresh Relevance system. The responsibilities of the support desk include:

- Answering general questions on how to use the system.
- Providing help articles on how to use the system.
- Exploring any technical issues with the system raised by clients and where possible resolving.
- Escalating any critical bugs on the system to the development team to fix and resolve.

Technical Support Response Times

Fresh Relevance will send an automated email with a dedicated ticket number immediately and a support agent will respond within eight business hours. Phone calls will be prioritised. During busy periods phone calls may be diverted to voicemail. Any messages will be responded to within two business hours.

The Technical Support Team can be contacted via support@freshrelevance.com and on 02380 119750 (UK)/1-646-472-5854 (US).

Account Management SLA

A Fresh Relevance account manager will be available during the hours of 9am to 5:30pm (UK time) Monday to Friday (excluding UK bank holidays). The account manager will be available via phone and email during these hours.

Account Management – What does it cover?

An account manager is there to provide help and guidance in using the Fresh Relevance system. Their responsibilities include:

- Providing advice and guidance on how best to use the system.
- Providing insight into where improvements on your campaigns can be made.
- Informing customers of new functionality available to them.

Account Management Response Times

An account manager will respond to a telephone message or a phone call within eight business hours. If they are unavailable any queries will be handled by the support team via the details above.

Fresh Relevance System Uptime

Fresh Relevance commits to providing the system on a 24/7/365 basis with a minimum availability of 99.9% excluding system maintenance (719 hours uptime, 43 minutes downtime per month) but strive for 99.99% or higher.

Fresh Relevance System Monitoring

The Fresh Relevance system is monitored on a 24/7/365 basis using both internal and external systems. We monitor our systems externally from multiple geographical locations around the world to ensure accurate visibility to any issues. On call staff are always available on a 24/7/365 basis ready to respond if any issues are detected.

The Fresh Relevance system is designed to be highly resilient, but we ensure we have appropriate monitoring coverage to pick up and respond to any issues quickly and accurately.

Fresh Relevance System Backups

We backup our MongoDB database system every 3 hours and hold backup data for 3 days. We use EBS snapshots for our data backup systems using AWS Lifecycle Manager. Backups are replicated to multiple availability zones within an AWS region. Access to backups is restricted to authorised staff and controlled by the Technical Operations Manager.

We backup all MongoDB and other data identically. We manually review our backups once a week.

Fresh Relevance System throughput of emails and SMS messages

The Fresh Relevance system utilises external providers to deliver personalised emails and texts to recipients. Typically we use the client's own ESP and SMS provider to do this and as a result have no control over throughput, performance and uptime of an external system. Our system is designed to deliver emails and texts in real time and cannot be held responsible for any delays that may result from the ESP or SMS provider.

Downtime/service affecting maintenance

If Fresh Relevance is due to have any planned downtime as a result of maintenance on the system then we will attempt to notify affects clients in advance with an expected downtime and impact assessment.

All client-affecting maintenance and scheduled downtime exceeding 10 minutes will be conducted during the following time ranges:

Monday - Friday

01:00 to 09:00 (GMT) which at most times of year is equivalent to:

20:00 to 04:00 (EST)

17:00 to 01:00 (PST)

Saturday – Sunday

00:00 to 23:59 (GMT)

Public holidays in the UK do not affect the times listed above.

If Fresh Relevance experiences prolonged unplanned downtime then our support team will endeavour to contact all affected clients to advise of the impact to the client.

Fresh Relevance shall respond to and resolve if appropriate any unscheduled service faults within the target timeframe corresponding to its severity.

Ticket severity level	Criteria	Initial Response Time (Working Hours)	Resolution Time
1	Unplanned interruption (outside of Permitted Downtime) rendering the Managed Service unavailable (no workaround available)	1hr	n/a
2	Critical issues with the Managed Service including serious bugs or issues (affecting all users / no work-around available)	5hrs	48hrs
3	Non-critical issues with the Managed Service including unexpected system responses, or functionality issues experienced (work-around available)	8hrs	n/a
4	System admin general questions, requests, or non-system-related client queries	24hrs	n/a

Unscheduled service faults may be identified to Fresh Relevance by service monitoring or via the Client

For these purposes:

- “Initial Response” means notification to Client of an incident detected by Fresh Relevance, or an initial “triage” response back to Client if the incident was first identified to Fresh Relevance by them. At the initial response time it should be possible for Fresh Relevance to identify the nature of the incident to Operator and to provide an initial estimate of time to fix.
- “Resolution Time” means the time taken for Fresh Relevance to provide a complete fix to the incident.