



Service Level Agreement

Webex Connect

This Service Level Agreement (“**SLA**”) applies to Webex Connect as set out in the [Offer Description](#). If capitalized terms are not defined in this SLA, then they have the same meaning as under the Offer Description.

1. Service Level

Cisco will use commercially reasonable efforts to deliver the Cisco Offer so that it meets or exceeds the performance standards (“**Service Level**” and “**SLA Targets**”) described below.

1.1 Availability

(A) Standard Level

Service Level	During each Measurement Period, the Availability of the Cisco Offer will be 99.5% or greater
Measurement Period	One calendar month and to 2 decimal places.

(B) Gold Level

Service Level	During each Measurement Period, the Availability of the Cisco Offer will be 99.95% or greater
Measurement Period	One calendar month and to 2 decimal places.

(C) Non-Qualifying Outages (Standard and Gold Levels). Time associated with the following factors and events shall be excluded from any Service Availability calculation for both Standard and Gold Levels:

- (1) Time associated with Scheduled Downtime;
- (2) Factors outside of Cisco’s control or outside the scope of the Cisco Offer, such as inadequate bandwidth or network failures external to Cisco data centers, either at one of Your sites, or between the Your site and Cisco data centers, or issues caused by You or Your Cisco Partner’s network or Your PSTN connection, or any impairment of the Cisco Offer caused by Your Cisco Partner and/or You;
- (3) Issues with external integrations (including those created using Cisco APIs), or related to third-party software or services specific to You;
- (4) Delays with posting, inline viewing, downloading or sharing of files;
- (5) Performance degradation with certain features, such as search or report generation;
- (6) Beta or trial versions of the Cisco Offer;
- (7) Any events or factors considered Force Majeure; or
- (8) Issues that otherwise resulted from Your breach of the Offer Description or Agreement.

1.2 Reliability (Standard and Gold Level)

Description	Measures the reliability of the Cisco Offer in terms of the numbers of incidents by Priority Level.
Measure	Number of Priority Level Incidents over a time period (priority 1 being highest in the list).
SLA Target	S1 = Priority Level 1 incidents (Not more than 1) S2 = Priority Level 2 incidents (Not more than 3)
Frequency	Measured over a calendar month.

1.3 Incident Resolution (Standard and Gold Level)

Description	Measures the ability to return the Cisco Offer to a fully operational state or to respond effectively to requests for advice and guidance.
Measure	Number of Priority Level Incidents exceeding Incident Resolution Time.
SLA Target	Priority Level 1 (None to exceed) Priority Level 2 (Not more than 2) Priority Level 3 (Not more than 3) Priority Level 4 (Not more than 4)
Frequency	Measured over a calendar month.

1.4 Incident Response (Standard and Gold Level)

Description	Incidents will be handled promptly, professionally, and appropriately. Cisco support will contact You within the response times set out below.
Metric	Total responses outside incident response time.
SLA Target	R1 = Priority Level 1 – None R2 = Priority Level 2 – Not more than 1 R3 = Priority Level 3 – Not more than 2 R4 = Priority Level 4 – Not more than 3
Frequency	Measured over a calendar month.

2. Incident Management

2.1 Incident Prioritization (Standard and Gold Level)

Priority Level	Business Impact Summary
Priority Level 1	
Critical	A complete outage where the Cisco Offer cannot be accessed, affecting more than 75% of Users.
Priority Level 2	
Major	Cisco Offer-affecting or partial outage, including intermittent failures, affecting more than 50% of Users.
Priority Level 3	
Minor	Minor impact on system functions or affecting only single Users. No direct impact on full-service availability.
Priority Level 4	
Low	Low impact on the Cisco Offer or system functions.

2.2 Incident Handling (Standard and Gold Level). Cisco's Support team is responsible for actively monitoring, detecting and resolving faults within the Cisco Offer. Cisco operates a trouble ticketing system recording all the Incidents reported by You or Cisco's Support team. You will be provided with a ticket number and regular updates at agreed intervals in the Incident handling and rectification process. Cisco will use reasonable efforts to restore the Cisco Offer within the resolution times provided below. Once a Priority Level 1 Incident has been resolved, Cisco will, upon Your request, provide a Root Cause Analysis report, within 5 business days of resolution, including a description of the cause, impact and action taken to remedy the Incident.

2.3 Incident Contact Details (Standard and Gold Level)

Region	Hours	Name	Tel	Email
EMEA	24x7 Operations Department	Operations	+44 1494 750600	operations@imimobile.com
North America	24x7 Operations Department	NOC NA	+1 855 324 0970	noc-na@imimobile.com
APJC	24x7 Operations Department	VNOC	+91 403 085 8626	vnoc@imimobile.com

2.4 Incident Response Times

(A) Standard Level

Priority Level	Response Time
1	30 minutes
2	1 hour
3	6 hours
4	1 business day

(B) Gold Level

Priority Level	Response Time
1	15 minutes
2	1 hour
3	6 hours
4	1 business day

2.5 Incident Resolution Times

(A) Standard Level

Priority Level	Resolution Time
1	8 hours
2	24 hours
3	1 business week
4	Next release

(B) Gold Level

Priority Level	Resolution Time
1	4 hours
2	8 hours
3	3 business days
4	1 week

2.6 **Disaster Recovery (Gold Level).** In the event of a disaster incident impacting the Cisco Offer, the following objectives will apply to the recovery of service.

Objective	Measure
Recovery Time Objective	< 5 Minutes
Recovery Point Objective	< 1 Day

2.7 **Escalations.** In the event that Cisco is not meeting target resolution times or an incident is of a particularly sensitive nature, please refer to the escalation path provided in your welcome letter.

3. Definitions

Term	Meaning
Availability	Calculated as follows and converted into a percentage. $\frac{\text{Total Service Time} - \text{Total Outage Time}}{\text{Total Service Time}}$
Incident	An event that causes an interruption to, or a reduction in, the quality of the Cisco Offer.
Incident Response Time	The length of time it takes for Cisco to provide You with an initial response once an Incident has been logged by You.
Incident Resolution Time	The time from when the initial Incident is reported to Cisco support to closure following satisfactory resolution of the Incident as determined by Cisco and excluding any periods during which the Incident clock was stopped.

Term	Meaning
Qualifying Outage	The time that the Cisco Offer is not functioning as described in the OfferDescription.
Recovery Point Objective	The amount of data loss between the Cisco Offer becoming unavailable on one zone and the Cisco Offer becoming available in the second zone.
Recovery Time Objective	The amount of time between an executive decision to invoke a disaster recovery event and the Cisco Offer becoming available for use, based on the Cisco Offer running across two availability zones in AWS.
Resolution	Allowing use of the Cisco Offer without noticeable degradation as described by the applicable Priority Level.
Scheduled Downtime	Any downtime planned by Cisco and notified to You a minimum of 10 days in advance.
Total Outage Time	The aggregate total time for all Qualifying Outages during a Measurement Period (rounded upward to the nearest minute). To calculate Total Outage Time, each Qualifying Outage will: (A) Begin when Cisco logs an incident ticket based on our own identification of a Qualifying Outage or upon confirming a Qualifying Outage You report to Cisco; and (B) End when the Cisco Offer is restored.
Total Service Time	The total number of minutes in a Measurement Period (calculated by multiplying 60 (minutes) by 24 (hours) by the number of calendar days in the Measurement Period).
Unscheduled Downtime	Any downtime that has not been planned by Cisco in advance.