



Bookit Intelligent SMS Transactions

Target audience: Bookit Resellers and Enterprise Customer

SERVICE LEVEL AGREEMENT

Revision 1.0

Change History

Revision	Date	Handled by	Comments
0.1	15. Dec 2005	Matti Ärmänen	First draft created
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1. SERVICE LEVEL

Bookit Intelligent SMS Transaction Service is operational 24 hours a day, 7 days a week (24 by 7 services). Service Level is calculated by the hour and it is reported monthly.

Exceptions to the 24 by 7 services can occur during planned service breaks, which are primarily scheduled during Finnish operators' monthly service intervals. There are no other service breaks, unless agreed upon between the Service Provider and the Customer. Service Provider informs the Customer about all service breaks at minimum 72 hours in advance.

The service level of the BookIT Intelligent SMS Transaction Service consists of average response time and rush hour maximum capacity. The system that provides the BookIT Intelligent SMS Transaction Service is referred as "Intelligent SMS system".

1.1 Response Time

Average response time of the service is 3 (three) seconds or less.

Response Time is the total time for handling a transaction message in the Intelligent SMS system when the service load is below the rush hour maximum capacity.

The calculation of the Response Time starts when a message arrives in the Intelligent SMS system and it ends when the sending of the message out from the Intelligent SMS system starts. Waiting of the Customer's system response is not included in the time because the Service Provider cannot affect the response time of the Customer's system. These interfaces to the Customer infrastructure and to mobile operators are defined in the product specifications.

1.2 Rush Hour Maximum Capacity

During each period of 15 minutes the Intelligent SMS system must be able to deliver 4000 messages from the Customer to the mobile operator, and 4000 messages from the mobile operator to the Customer.

2. SERVICE LEVEL CALCULATION

Service Level is calculated separately for each hour.

2.1 Response time calculation

Service Level of the response time is calculated by dividing the sum of all response times of all messages related to the Customer processed during the hour by the number of messages processed during the hour.

$$\text{Service level} = \frac{\sum \text{Response times of all messages}}{\text{Number of messages *)}}$$

*) Service level of the response time is not applicable to those hours, where messages coming from the Customer or from the mobile operator exceed the Rush Hour Maximum Capacity

2.2 Capacity calculation

Effective capacity is calculated separately during each period of 15 minutes as the sum of:

- a) Technically successful messages received from the Customer, and on the other hand
- b) Technically successful messages received from the mobile operator

These sums are compared separately to the number of messages sent from the Customer and from the mobile operator. In order to achieve the guaranteed service level of capacity, all messages in a) and in b) must be successful relative to technical functionality of the service.

Effective capacity is not calculated if the Customer exceeds the level of Rush Hour Maximum Capacity.

2.3 Non-achievement of service level

Non-achievement of service level occurs if during the period of 06.00 – 18.00 EET the service does not achieve the average response time during an hour, or if the capacity guaranteed by the rush hour maximum capacity is not achieved.

Rush hour maximum capacity is not achieved in case the calculated capacity of any 15 minute period of the four in one hour is below the guaranteed capacity.

When calculating the non-achievement of service level, certain agreed upon days are not included in this calculation. These days are Christmas Eve, Christmas Day, Second Christmas Day, New Years Eve, New Years Day, Eve of 1st of May, 1st of May, Midsummer Eve, Midsummer Day, and service breaks described in chapter 4.

3. REPORTING OF NON-ACHIEVEMENT OF SERVICE LEVEL AND SANCTIONS

Service Level is reported by the month. The Service Provider must provide at latest by the 15th day of the following month a detailed report of the service level calculations described in this document. Missing information gives a right to the Customer to delay all payments until all information described in this document is delivered to the Customer.

In case there are non-achievements of service level, Service Provider agrees to pay a penalty of 100 euros for each hour, when non-achievement of service level occurs. The maximum penalty for any day is 100% of the amount all transaction fees of that day's transaction messages. The transaction billing for each month is credited by the calculated penalties.

4. SERVICE BREAKS

Service Provider agrees to make all necessary service breaks related to hardware and software maintenance according a planned service break schedule. Service breaks are planned in order to avoid unexpected problems. Service provider delivers the service break schedules to the Customer in advance and informs of any changes in service break schedules. Service provider agrees to notify the Customer of all scheduled service breaks 72 hours in advance. In case there is a need for a non-scheduled service break, the Customer is informed about such non-scheduled service breaks 72 hours in advance.

5. SUPPORT SERVICES BY THE SERVICE PROVIDER

5.1 Help Desk Service

Service Provider must be able to receive problem reports from Customer's primary support personnel 24 hours a day 7 days a week. Service Provider must react to problem reports during weekdays between 08.00 and 22.00 EET, and perform all necessary corrective actions without delays. To serve these purposes the Service Provider does provide a Help Desk Service. Help Desk Service must register each problem report, identify a possible scope of the problem relative to other systems, and escalate the problem solving in the Service Provider organization or to a mobile operator.

5.2 Specialist Support Services

Service Provider must be able to provide professional services by service specialists. For this purpose the Service Provider does provide a Specialist Support Service related to service operations to dedicated contact persons in the Customer's organization. Specialist Support Service is available on weekdays between 10.00 and 16.00 EET.