

AMVIA Support SLA

This Support Service Level Schedule sets out the support service levels, response targets, fulfilment targets, exclusions, escalation rules, and service credit regime applicable to the Services.

1. Definitions

- **Business Hours** means 08:30 to 17:30 on Monday to Thursday and 08:30 to 17:00 on Friday, in each case local time in England, excluding weekends and public holidays in England unless otherwise stated in the Order or Statement of Work.
- **Incident** means an unplanned interruption to, or reduction in the quality of, a Service.
- **Service Request** means a user request for information, advice, access, a standard change, or another pre-approved support activity that is not an Incident.
- **Initial Response Time** means the elapsed time between valid logging of a ticket and acknowledgement, triage, and assignment of that ticket by AMVIA.
- **Resolution Time** means the elapsed time between valid logging of an Incident and restoration of the affected Service to normal operation or provision of a reasonable workaround.
- **Fulfilment Time** means the elapsed time between valid logging of a Service Request and completion of the requested task, subject to all required approvals and dependencies having been satisfied.
- **Priority** means the severity assigned to a ticket by reference to business impact, urgency, and service criticality.

2. General SLA Rules

AMVIA shall provide support during Business Hours unless a separate out-of-hours service has been expressly agreed in writing.

All SLA clocks shall run only during Business Hours. A ticket logged outside Business Hours shall be deemed logged at the start of the next Business Hours period.

AMVIA shall classify tickets acting reasonably and in good faith, taking account of impact, urgency, and the criticality of the affected service. AMVIA may reclassify a ticket where further information shows that the original Priority was incorrect, provided that the customer is informed of the reclassification.

Response targets apply to acknowledgement, triage, and commencement of work, and do not guarantee full remediation within the Initial Response Time.

Resolution and fulfilment targets are service objectives and shall be measured only where the underlying issue is within AMVIA's contracted scope and control.

3. Priority Matrix

The following Priority definitions apply unless otherwise agreed in writing:

PRIORITY	DEFINITION
P1 – Critical	Complete outage, or severe degradation, of a business-critical Service affecting multiple users or a critical business process, with no reasonable workaround available.
P2 – High	Major loss of functionality or a material service issue affecting one or more users where business operations are significantly impaired and no adequate workaround exists.
P3 – Medium	Partial loss of service or degraded performance where business operations can continue using a workaround or where the impact is limited or moderate.
P4 – Low	Low-impact issue, minor defect, information request, routine assistance request, or other non-urgent matter.

4. Incident Service Levels

AMVIA shall use commercially reasonable efforts to meet the following Incident targets:

PRIORITY	INITIAL RESPONSE TIME	TARGET RESOLUTION TIME
P1 – Critical	30 minutes (Bus. Hrs).	4 Business Hours to restore service or implement a reasonable workaround.
P2 – High	1 Business Hour.	8 Business Hours.
P3 – Medium	4 Business Hours.	3 Business Days.
P4 – Low	By the next Business Day.	5 Business Days.

5. Service Request Service Levels

AMVIA shall use commercially reasonable efforts to meet the following Service Request targets:

PRIORITY	INITIATION RESPONSE TIME	TARGET FULFILMENT TIME
P1 – Critical	1 Business Hour.	4 to 8 Business Hours, subject to required approvals and dependencies.
P2 – High	4 Business Hours.	2 Business Days.
P3 – Medium	By the next Business Day.	5 Business Days.
P4 – Low	2 Business Days.	10 Business Days or such other implementation date as agreed through scheduling or change control.

6. Customer Obligations

The customer shall provide all information, access credentials, remote access facilities, personnel availability, approvals, and decision-making reasonably required for AMVIA to deliver the Services and meet the service levels in this Schedule.

Where the customer fails to provide timely access, approvals, information, or cooperation, the relevant SLA clock shall be paused until the dependency is satisfied.

The customer shall ensure that only authorised contacts raise P1 and P2 tickets and that all Priority classifications are made honestly and accurately.

7. Exclusions and Suspensions

The service levels in this Schedule shall not apply, or shall be suspended for the duration of the relevant event, where delay or failure arises from:

- any act or omission of the customer, including failure to provide information, access, approvals, or a suitable operating environment;
- any failure, outage, or degradation of third-party services, software, platforms, infrastructure, connectivity, hosting, cloud services, or telecommunications not under AMVIA's direct control;
- any issue affecting systems, assets, software, or environments that are outside the agreed support scope;
- scheduled maintenance, emergency maintenance, or agreed change windows notified in accordance with the Agreement;
- force majeure events or widespread internet, utility, or infrastructure failures outside AMVIA's reasonable control;
- cyberattacks, malicious activity, or security events where the customer has declined recommended controls, failed to maintain supported configurations, or otherwise increased the risk profile against AMVIA's written advice.

AMVIA may suspend or reset an SLA measurement where a ticket is materially changed in scope, merged with another ticket, placed on hold awaiting customer action, or converted into project work or a formal change request.

8. Escalation Procedure

PRIORITY	ESCALATION TRIGGER	MIN. ESCALATION ACTION
P1 – Critical	Immediately upon classification.	Assigned to the senior available engineer or duty lead; customer updated at least every 60 minutes until service is restored or a workaround is in place.
P2 – High	If not resolved within 50% of the target Resolution Time, or sooner where business impact increases.	Escalation to service desk manager or technical lead; customer updated at least every 2 Business Hours.
P3 – Medium	If target Resolution Time or Fulfilment Time is at risk.	Escalation to team lead for prioritisation and resource allocation; customer updated by close of business or upon material progress.
P4 – Low	On customer request after target date is missed, or where backlog management requires reprioritisation.	Escalation to service delivery coordination for scheduling and communication of a revised target date.

Where a Priority increases due to changing impact or urgency, AMVIA may raise the Priority and apply the higher service level from the point of reclassification.

9. Service Credits

Service credits are the customer's sole and exclusive financial remedy for AMVIA's failure to meet the service levels in this Schedule, except in the case of fraud, wilful default, or any liability that cannot lawfully be excluded or limited.

A service credit shall apply only where:

- the affected ticket was within contractual scope;
- the relevant SLA was not excluded or suspended under this Schedule;
- the customer has complied with its obligations;
- the breach is recorded in AMVIA's service records; and
- the customer claims the credit within 30 days after the end of the month in which the failure occurred, unless the parties agree that credits are applied automatically.

Unless otherwise stated in the Order, the following service credits shall apply for missed Initial Response Time targets for Incidents:

PRIORITY	CREDIT FOR ONE MISSED SLA RESPONSE
P1 – Critical	5% of the monthly recurring charge for the affected Service.
P2 – High	3% of the monthly recurring charge for the affected Service.
P3 – Medium	2% of the monthly recurring charge for the affected Service.
P4 – Low	1% of the monthly recurring charge for the affected Service.

Unless otherwise stated in the Order, the aggregate service credits in any one calendar month shall not exceed 10% of the monthly recurring charges payable for the affected Service in that month.

Service credits shall be applied as a credit against future invoices and shall not be refundable in cash unless required by law.

10. Chronic Failure and Review

If AMVIA misses the same service level for 3 consecutive months, or in 4 months within any rolling 6-month period, either party may require a formal service review and corrective action plan.

The corrective action plan shall identify root cause, remedial measures, implementation dates, owners, and any agreed process or tooling changes intended to improve SLA performance.

11. Reporting

AMVIA shall make available periodic reporting showing ticket volumes, service level performance, missed targets, and service trends by Priority, together with any notable exclusions or paused periods relevant to the measurements on demand.

12. Interpretation

In the event of inconsistency between this Schedule and the main body of the Agreement, this Schedule shall govern in relation to the support service levels only, unless the Agreement expressly states otherwise.