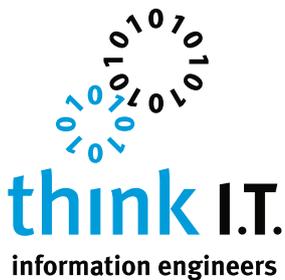




Service Level Agreement



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Assurance

With so much of your business relying on your IT systems, you need to know that any problems can be fixed fast. The Think I.T. Service Level Agreement (SLA) gives you that peace of mind, so when you need a speedy response, you know we'll be there for you within a specified time frame.

Support Priorities

Severity	Example	Priority
High	All users and/or total function loss, with no workaround.	1 – Critical Response
Medium	Significant number of users and/or significant loss of function	2 – Quick Response
Low	Limited number of users with limited loss of function	3 – Normal Response
Other	Any issues, or planned changes or information request	4 – Next Response

Speed

For unplanned, reactive work, Think I.T. will commit to the response times below. Response is measured from the time our Helpdesk establishes full details of the problem.

Priority	Maximum Response Time
1 – Critical Response	Response within 1 hour
2 – Quick Response	Response within 2 hours
3 – Normal Response	Response within 4 business hours
4 – Next Response	Will work to target date, or when we are next onsite

Economy

We operate a bespoke pricing structure, so that the cost is based on the size and nature of your business. By determining our prices on an individual needs basis, we can ensure that you will never pay for any more support than you require. This guarantees the most competitive rates.

Key points to remember

- We guarantee to have a technician working on your problem within the agreed time frame.
- A failure by Think I.T. to meet the SLA, other than for reasons beyond our reasonable control, will result in a credit applied to your account for three months' worth of SLA payments.
- An SLA with Think I.T. is a "No Term" agreement. Payment is required on the first working day of each month and will cover your business for that month. This 'rolling' arrangement ensures that Think I.T. will meet the SLA; otherwise you may cancel the agreement quickly and easily.
- If payment is not received as indicated above, then the agreement is deemed to be cancelled.