



SkaDate Service Level Agreement

1. Agreement Overview

This Service Level Agreement (SLA) between SkaDate and “The Client” is for the provision of Managed Support Services. The intent of this Agreement is to ensure a proper understanding of commitments for the provision of effective support, product & service deliverables and to define the responsibilities and expectations of both SkaDate and The Client.

This Agreement is based on the terms and conditions of the SkaDate End User License Agreement and does not replace it in any way. If there is a conflict between this SkaDate Service Level Agreement and [SkaDate End User License Agreement](#), the terms of the [End User License Agreement](#) shall prevail.

2. Supported Products

SkaDate Managed Support Services cover assistance for the following products (Supported Products):

- a) SkaDate Software License
- b) SkaDate SimChat Module
- c) SkaDate software components as listed in [SkaDate End User License Agreement](#)
- d) SkaDate Hosting
- e) Optional SkaDate Mobile Web Applications

3. Managed Support Services

Managed Support Services include the following:

- a) Installation, setup, and updates of supported products
- b) Troubleshooting and debugging of supported products
- c) Resolution of incidents related to supported products
- d) Bug fixing as per terms and conditions outlined in paragraph 5 of this agreement

Managed Support Services do NOT include the following:

- a) Custom code modifications and development (HTML/PHP/CSS)
- b) Custom graphic design
- c) Direct assistance with third-party unsupported software components/scripts and third-party applications/services unrelated to SkaDate Software and its components,



including but not limited to photo editing software, mail clients, and tools for building apps such as Android Studio, Xcode, Flutter and IONIC.

- d) Direct hosting account setup² and troubleshooting (unless hosting is provided by SkaDate), including hosts that can not be accessed remotely (ex: localhost)
- e) Translating software and its components into other languages
- f) SEO and marketing services

4. Service Requests and Incidents

Service Requests (SR) are requests for information, advice, standard configuration changes, or requests to access specific services. They include, but are not limited to, questions on how certain features work, advice on where to introduce certain changes within the code, requests to configure/change certain features, requests to activate certain services/products, etc.

Incident Reports (IR) are unplanned interruptions of services or reductions in the quality of a service/product. IR are classified by the following Severity Levels (SL):

High Severity Level

Service/product is completely unavailable:

none of the Client's website/app major pages are opening:

Index (website: <https://client.domain.here/index> , app: launch screen) + Join (website: <https://client.domain.here/join>, app: join page) +

Sign in (website: <https://client.domain.here/sign-in>, app: sign-in page).

Medium Severity Level

Service/product is partially unavailable:

At least one of the Client's website/app major pages is opening:

Index (website: <https://client.domain.here/index> , app: launch screen) + Join (website: <https://client.domain.here/join>, app: join page) +

Sign in (website: <https://client.domain.here/sign-in>, app: sign in page)

Low Severity Level

All services/products are available but do not function as expected/advertised.

SR and IR reports are accepted by Support in one of the following ways:



- E-mail support@skadate.com
- Ticket System (can be accessed from the client's Customer Area)

Service Requests and Incident Management Workflow

Customer Service Representative (CSR) determines whether the Client is entitled to receive managed support services. If the Client is not entitled to receive managed support services, CSR updates the Client via email/ticketing system and provides the Client with the option to purchase managed support services.

Customer Service Representative (CSR) provides periodic updates to the Client as per Service Request and Incident Management Matrix

Type		Target Status Update Time *	Target Resolution Time **
Service request (SR)		every 8 hours or as agreed with the Client	From 8 to 48 hours ***
Incident (IR)	High Severity	Every 4 hours	Up to 4 hours
	Medium Severity	Every 4 hours	From 4 to 24 hours
	Low Severity	every 8 hours or as agreed with the Client	From 8 to 48 hours

The times in the matrix above refer to **working hours only** (9 AM - 6 PM GMT+6, Monday through Friday, not including public US Holidays).

Target Status Update Time *

Target Status Update Time (UT) is the turnaround time measured in working hours (9 AM - 6 PM GMT+6, Monday through Friday), during which the Client is guaranteed to receive status updates for submitted SR or IR.

Target Resolution Time **

Target Resolution Time (RT) for SR is the turnaround time measured in working hours (9 AM - 6 PM GMT+6, Monday through Friday), during which the Client is promised that SR will be resolved OR a new resolution date will be provided.



Target Resolution Time (RT) for IR is the turnaround time measured in working hours (9 AM - 6 PM GMT+6, Monday through Friday), during which the Client is guaranteed:

- High Severity IR to be downgraded or resolved
- Medium Severity IR to be downgraded, resolved, or receive a resolution date
- Low Severity IR to be resolved or receive resolution date

5. Bug Fixing Regulations

A Bug is defined as an issue within SkaDate Supported Products in their unmodified state and used on a compatible operating environment that causes error or invalid output.

An issue must meet the following requirements to be considered a Bug:

- Must cause errors or invalid output

Important: Whenever the issue DOES NOT cause errors or invalid output, but produces results generally not expected by the Client is NOT considered a Bug by this SLA.

- Must be reproducible at <https://demo.skadate.com>, which is considered the default baseline build of the unmodified SkaDate engine.

Bug Fixing Workflow Process

1. The customer Service Representative (CSR) accepts and confirms the bug report.
2. CSR identifies whether there is an available fix.

If the bug fix is available

- a. CSR communicates the delivery date of a fix to the Client and applies it to the Client's product or provides the Client with instructions on how to apply the fix
- b. CSR marks the bug report as Resolved

If the bug fix is NOT available

- a. CSR evaluates the report and provides alternative workaround options (if any)
- b. CSR escalates the report to the Product Development team
- c. CSR provides the Client with workaround options (if any) and informs the Client when the bug is expected to be fixed (upcoming product updates)
- d. Once the product update is available, CSR marks the bug report as Resolved

The Client has the option to request immediate bug fixing. In this case, a separate quote will be provided for the rush bug fix. Rush bug fix service is NOT a part of this SLA.



6. Glossary

SS - Supported Services/Managed Support Services

SR - Service Requests

IR - Incident Reports

SL - Severity Levels

UT - Target Status Update Time

RT - Target Resolution Time

Matrix - Service Request & Incidents Management Matrix

CSR – Customer Service Representative