

**MODULE KZPSLA**  
**Kinto Zero Platform Service Level Agreement**

**Service Level Support Services:**

- Initial platform set-up services and end-user support
- The ongoing support and maintenance of the Platform in line with the Service Level Agreement (detailed below)
- Provision of Service Priority Level 2 and Priority Level 3 in English in line with the Service Level Agreement
- Investigation and rectification of any errors in the Platform
- The provision of maintenance releases
- The provision of upgrades to the Platform, including the provision of new versions of the Platform
- Communication support in line with the Service Level Agreement
- Perform daily backups and batch processing
- Maintenance, security and compliance in line with reference Information Security Standards

**Service Level Agreement**

- The technical infrastructure of the Platform is provided by: (a) Amazon Web Services ("**AWS**") in relation to cloud computing and related server facilities;
- Kinto shall use reasonable endeavours to (i) provide the management and maintenance of the Platform; (ii) end user and Customer support.
- This **Service Level Agreement** does not apply to maintenance and service levels of cloud services provisioned by AWS.

**Platform Availability**

- The Platform is made available for use by Customers and/or Users 'as-is'.
- Kinto shall make the Platform available for not less than 98% of the time ("**Uptime Commitment**"). The Uptime Commitment calculation excludes: (i) scheduled routine maintenance which Kinto has notified the Customer and /or Authorised End Users with at least 72 hours' advance notice; (ii) any downtime or unavailability caused by use of the Platform by Customers and/or Authorised End Users in a manner not authorised in this Agreement (including any emergency maintenance required as a result of such unauthorised use); (iii) the issue has been caused by unsupported mobile devices, software or other services; (iv) deficiencies in internet providers, other factors outside Kinto's reasonable control; (v) downtime caused by any third party infrastructure provider.

**Response Time(s)**

Priority Levels	Timeframe within receipt of Help Desk Ticket	Conditions - help desk ticket, based on the following categories:
Priority Level 1	As soon as possible, but not longer than 2 hours, email confirming criticality and ASAP resolution.	Reserved for a ' <b>Critical Defect</b> ' - meaning faults that cause failure of the entire Platform or essential parts of it, resulting in total unavailability of the use of the Platform. Subject to complexity, provision of a temporary solution may be offered.
Priority Level 2	Within eight 8 hours, an email confirming criticality and prioritisation	Reserved for a ' <b>Material Defect</b> ' – meaning a failure which impairs the use of the Platform to such an extent that reasonable use of the Platform is no longer possible or only possible at a disproportionately great expense. The simultaneous occurrence of several significant performance deficiencies may lead to a Critical Defect.
Priority Level 3	Within thirty (30) Business Days	Reserved for a ' <b>Non-Critical Defect</b> ' – meaning other malfunctions or loss of functionality which results in minor impairment to the use of the Platform. The simultaneous occurrence of several such deficiencies may lead to a Material Defect or a Critical Defect.

**Support**

The Customer or User may initiate help desk tickets through a customer support e-mail [Help.join@kinto-mobility.co.uk](mailto:Help.join@kinto-mobility.co.uk). Help desk tickets may cover errors, malfunctions or other issues. The Customer or User may initiate telephone support requests during 09:00 to 17:00 GMT in the UK) on a Business Day.