



**Service Level Agreement (SLA)**  
by  
**Smarttv.Cloud**

Effective Date:

Document Owner:	Smarttv.Cloud
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**Version**

Version	Date	Description	Author
1.0	10-03-2020	Service Level Agreement	J.AMOR
1.1	13-06-2023	Service Level Agreement Revised	J.AMOR

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Signed	Approval Date
Smarttv.Cloud	Service Provider		
	Customer		



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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between The Customer and *Smarttv.Cloud* for the provisioning of update and support services required to sustain the ongoing SMTV Smart Android Televisions and the SmartCast products.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Or the agreed Warranty period has expired.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

## 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**Service Provider:** Smarttv.Cloud (“Provider”)

**Customer:** (“Customer”)



## 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** Ross Coldwell

**Review Period:** Annually

**Previous Review Date:**

**Next Review Date:**

## 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 5.1. Service Scope

The following Services are covered by this Agreement;

- Monitored email support.
- Remote assistance using Remote Desktop and a Virtual Private Network where available.
- Planned or Emergency Onsite assistance (extra costs may apply)
- Remote Monthly system health check
- Hardware Firmware updates as required.
- General software upgrades as released by SMTV.



## 5.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- First-level support for end users.
- First Level support for technical issues by using the support site supplied by SMTV
- Physical Hot swap of warranty product left onsite when required.
- Payment for all support costs at the agreed interval with an ongoing maintenance contract.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request which requires additional checking.
- Where additional support is required and the issue is related to a third party, charges may apply, which will be charged at \$85 per hour excluding GST.

## 5.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customers for all scheduled maintenance.
- Turn around and manage Hot Swap warranty products when required.
- Remedying any issues relating to the operation of the SMTV suite of products.

## 5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.



## 6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Support: Monitored 7:00 A.M. to 7:00 P.M. Monday – Sunday AEST
  - Emails received outside these hours will be collected. However, action can only be guaranteed on the next day.
  - All support calls are to be logged by email to the help desk [support@smarttv.freshdesk.com](mailto:support@smarttv.freshdesk.com)
- Onsite assistance is guaranteed within 72 hours during the business week, Monday to Friday, when remote access cannot resolve an issue.

### 6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-4 hours issues classified as **High** priority.
- Within 24 hours for issues classified as **Medium** priority.
- Within 3 working days for issues classified as **Low** priority.

Remote assistance will be provided in line with the above timescales, dependent on the priority of the support request.

PROIRITY CATEGORY	DESCIRPTION	RESPONSE TIME
High	1. Impacts entire property 2. Guests are unable to use SMTV Services such as SmartCast, Guest Info 3. Requires support for configuration or assistance relating to the hot swap warranty product	Within 4 Hours of notification
Medium	1. A small number of users have issue related to a SMTV SAS. But maybe due to third party issues 2. SMTV product requires warranty support	Within 24 Hours of notification
Low	1. Additional warranty equipment supply request 2. Change requests for consideration	Within 3 days of notification

