# Service Level Commitment
# for NewsMemory© Service
by
Tecnavia Press, Inc.

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## Summary:

## 1.    Commitment Overview

This Commitment represents a Service Level Commitment ("SLC" or "Commitment") by Tecnavia Press Inc. ("Tecnavia") for the provisioning of IT services required to support and sustain the NewsMemory© Service.

This Commitment remains valid until superseded by a specific Agreement mutually endorsed by the stakeholders.
This Commitment outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Commitment does not supersede current processes and procedures unless explicitly stated herein.

## 2.    Goals & Objectives

The purpose of this Commitment is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Subscriber(s) by Tecnavia.

The objectives of this Commitment 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 Subscriber.
•       Match perceptions of expected service provision with actual service support & delivery.

## 3.    Stakeholders

The primary stakeholders associated with this SLC are:

Tecnavia Press Inc.  ("Tecnavia")
NewsMemory© Subscriber(s) ("Subscriber(s)")

## 4.    Periodic Review

This Commitment is valid from the Starting Date of the contract and until further notice.

Contents of this document may be amended as required, provided mutual Commitment is obtained from the primary stakeholders and communicated to all affected parties.

## 5.    Service Commitment

The following detailed service parameters are the responsibility of Subscriber and Tecnavia in the ongoing support of this Commitment.

5.1.     Service Scope

The following Services are covered by this Commitment;
•       Manned telephone support
•       Monitored email support

### 5.2. Subscriber Requirements

Subscriber responsibilities and/or requirements in support of this Commitment include:
• Payment for all support costs at the agreed interval.
• Reasonable availability of customer representative(s) when resolving a service related incident or request.

### 5.3. Tecnavia Requirements

Tecnavia responsibilities and/or requirements in support of this Commitment include:
• Meeting response times associated with service related incidents.
• Appropriate notification to Subscriber for all scheduled maintenance.

### 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. Standard Turnaround Times

• Standard turnaround time from the reception of an edition and its publication is 3 (three) hours from the scheduled reception of the PDFs.
• Operations related to changing pages and removing publications will be executed within 1 (one) hour from properly notified request during the service availability hours.
• Publication of unscheduled editions submitted late compared to scheduled time will be handled based on the urgency and on the availability of personnel. Although in this case the standard turnaround time cannot be guaranteed, Tecnavia will do its best to publish the edition within 1 (one) hour from properly notified request, especially if it is in the morning of the expected publication day.

### 6.2. Service Availability

Coverage parameters specific to the service(s) covered in this Commitment are as follows:
• Email support:
   o newsmemory@tecnavia.com, monitored 12:00AM to 05:00PM (ET) Monday – Saturday / 02:00AM to 03:00PM (ET) on Sundays, for urgent matters related with page processing and publishing;
   o support@tecnavia.com, monitored 08:00AM to 05:00PM (ET) Monday – Friday, for configuration matters or non-urgent changes;
   o Emails received outside of above monitored hours will be collected, however no action can be guaranteed until the next support operating day.

- Emergency phone support: +1 877 832 6284, monitored 24/7, only for urgent issues or blocking errors.
- Back-up server for file transfer guaranteed 24/7

## 6.3.    Service Requests

In support of services outlined in this Commitment, Tecnavia will respond to service related incidents and/or requests submitted by the Subscriber within the following time frames:

- 0-1 hour for issues classified as Emergency priority; e.g.:
  o emergency matters requiring immediate reaction; Subscriber shall send an email to newsmemory@tecnavia.com and then phone to emergency support number
  o problems that block the end users of the system (readers of websites or eEdition)
  o page changes / removals
- 0-3 hours (during support operating hours) for issues classified as High priority: e.g.:
  o emails sent to newsmemory@tecnavia.com without follow-up phone call
  o specific customers' issues not affecting the whole service
- from 1 to 2 business days for issues classified as Medium priority; e.g.:
  o emails sent to support@tecnavia.com
  o problems with backend system and administration
  o configuration matters and/or non-urgent changes
- from 3 to 5 business days for issues classified as Low priority; e.g.:
  o emails sent to support@tecnavia.com
  o changes in the flow (publication time, sizes, naming conventions etc) not requiring programming changes

Non-emergency bugs and problems shall be notified in writing to support@tecnavia.com , which will return a resolution plan within the above indicated response times.

Modifications to the configured environment and requiring programming changes must be mutually agreed and must allow for a reasonable modification period.