



SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) applies for all Services agreed through a Yorcard Limited Order Form.

All issues and queries (hereafter referred to as issues) should first be reported through the Yorcard Service Desk, defined below.

Requests for additional development work should not be sent to the Yorcard Service Desk. Such requests should be made in writing and in the first instance be sent to developmentrequests@yorcard.co.uk

1) Service Desk Hours of operation

The Yorcard Service Desk operates during the following hours:

Monday to Friday – 8:30 to 16:30

The Yorcard Service Desk will not be manned at weekends, Bank Holidays or other UK Public Holidays. There are variations during the Christmas and New Year period.

a. Contact with the Service Desk

Clients may contact the Service Desk by phone or email:

To contact Yorcard Service Desk by email please use the following email address...

servicedesk@yorcard.co.uk

To contact the Yorcard Service Desk by phone please call the following number...

0114 221 1212

This number has a voicemail service so you can leave a message regarding your issue 24 hours per day.

All Client issues should be raised through these channels and not by direct contact with an individual member of the Yorcard team. This enables Yorcard to ensure all issues are dealt with in a timely manner and are not missed due to staff illness or holiday.

b. Christmas and New Year Period

Between 24 December and 2 January inclusive, reduced opening hours may be in operation and the telephone service may not be available. Yorcard will communicate service revisions to Clients and suppliers by mid-December each year.

2) What you can expect from Yorcard

a. Initial Contact

When Yorcard receive an email or voice message regarding an issue you will receive acknowledgement from Yorcard as follows:

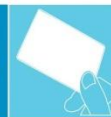


- If the issue is received by Yorcard before 15:00, you will receive an acknowledgement either by phone or email on the same working day.
- If the issue is received by Yorcard after 15:00, you will receive acknowledgement either by phone or email by 10:00 on the following working day.

All issues received via telephone (including voicemail) will be manually logged in Yorcard’s issue tracking system. Issues received by email automatically create an issue in Yorcard’s issue tracking system. When reporting an issue by email, the Client is asked to give the email a title which accurately reflects the identified issue.

Once logged in Yorcard’s Issue management system, issues will be given a unique number and assigned to a Yorcard member of staff for prompt resolution. Issues categorised as follows:

Category	Issue Description	Yorcard Response
Blocker	Any issue or combination of issues that interrupt the Services in a manner such that the business or operation of the Client cannot function.	<p>Yorcard shall endeavour to identify the cause of Blocker issues on the day the issue is reported. If a fix is not available on the day on which the issue is reported, action shall be taken every working day until the issue is resolved.</p> <p>If appropriate, Blocker issues will immediately be escalated to level 2. as defined in c. Escalation Process below. After two full Working Days from the point of reporting the issue, the issue shall be escalated to level 3.</p> <p>Yorcard will notify the Client at the end of each working day (or less frequently if agreed with the Client) the status of all unresolved blocker issues.</p>
Critical	Any issue or combination of issues that intermittently interrupt the Services in manner such that there is a noticeable detrimental effect on the business or operation of the Client.	Critical issues shall be resolved in a timely manner. Yorcard shall work with the Client to mitigate any issues until a satisfactory resolution can be implemented by Yorcard.



Category	Issue Description	Yorcard Response
Major	Any issue which results in a loss of function for some of the Services and is not critical to the business or operation of the Client.	Major issues shall be resolved in a timely manner. Where possible any resolutions requiring software fixes shall be implemented during Planned Maintenance periods. Where agreed between the Client and Yorcard fixes may be implemented outside Planned Maintenance periods.
Minor	Any issue which results in a loss of function for some of the Services but which a work around is available with no intervention by Yorcard.	Minor issues shall be resolved in line with Yorcard's planned maintenance schedule during the next available pre-planned maintenance period. Any resolutions requiring software fixes shall be implemented during Planned Maintenance periods.
Trivial	A cosmetic issue with no material effect on the Services provided.	Trivial issues shall be resolved in line with Yorcard's planned maintenance schedule. Any resolutions requiring software fixes shall be implemented during Planned Maintenance periods.

The default priority for any incidents not listed here is Major.

The Client will be notified when Yorcard can demonstrate an issue has been fixed and hence closed. The Client may always request that a closed issue is reopened.

ACCOUNT MANAGEMENT

Requests for new Nero Users and CHASE Super Users shall be raised in the same manner as an issue. However, requests will only be accepted if they are received by the Client Representative responsible for Account Management. Yorcard will fulfil such requests within three working days of the date of request.

Requests for new products to be added to ISAMs shall be categorised as Major. These requests shall take up to three months to resolve after which they shall be escalated to level 3. as defined c. Escalation Process below. When making such requests the Client agrees to cooperate with Yorcard to maximise the period ISAMs (that need updating) are in communication with the Yorcard HOPS

NOTIFICATION OF PRICE CHANGES

Where Yorcard is responsible for managing a retail service for you, a request to change a product such as price change or change in validity a request should be sent to the Yorcard Service Desk. To meet your deadlines you will be required to inform Yorcard of changes in advance for the period quoted in the table below:

Advance notice period	Description of change
Five weeks	Price change to a product or a service
Nine weeks	Product validity change affecting card encoding parameters

PROACTIVE MAINTENANCE

Yorcard monitor the connections to the data sources each Working Day. Where data has not been received, Yorcard shall investigate and where appropriate raise the issue with the supplier.

Where there is more than one data source or multiple messages for a transaction Yorcard will reconcile the messages/transactions. Yorcard will inform the Client when transactions have not reconciled.

Yorcard monitor the overall quantum of transactions received by Service Provider. Where data does not match Yorcard will investigate and raise the issue with the appropriate Client.

Data errors are reported to Yorcard through automated alerts which are monitored each Working Day. Once an error has been raised Yorcard will investigate and raise the issue with the appropriate Client.

b. Issue Progress

Progress towards a resolution will be recorded in the Yorcard issue management system.

On the request of the Client, Yorcard shall assess and advise the Client on the appropriate access level to the Issue management system. Where appropriate an individual(s) nominated by the Client will be provided with a log in to our issue tracking system allowing them to view progress towards a resolution. Clients with access to the Issue management system will also be able to add comments to issues.

In all cases Yorcard will keep the Client up to date with progress by mail or phone as appropriate.

Clients have the right to contact Yorcard at any time for an update on progress.

All issues shall be appropriately prioritised by Yorcard and Yorcard will work with Yorcard suppliers as required to effect a resolution in a timely manner.

c. Escalation and Resolution

Yorcard operates a four level issue resolution escalation hierarchy.

Level 1 – Support is offered by the Yorcard Service Desk team who record the issue and where possible resolve this issue in a timely manner.

Level 2 – Where an issue cannot be resolved by a member of the Yorcard Service Desk team it is escalated, where appropriate, to the Level 2 support for resolution by the development team or an external supplier.

Level 3 - If Yorcard are unable to resolve the issue within the timeframes set out in the table below the Client Representative (as indicated on the Order Form) may request that the



issue is escalated to Level 3. At Level 3, support is directed by the Yorcard General Manager.

Level 4 - If escalation to Level 3 does not resolve the issue in a timely manner, the Client Representative (as indicated on the Order Form may request that the Yorcard General Manager escalate the issue to Level 4. At Level 4, the Yorcard Board shall direct the Yorcard General Manager.

Yorcard will resolve issues at the level described below. The Yorcard escalation process is as follows :

Category/ Number of Working days	Day Issue Raised	1-2 Working Days after issue raised	3 -5 days	6 -10 days	10+ days	Yorcard resolution period (Working Days)
Blocker	Level 1	Level 2 (If appropriate) otherwise Level 1	Level 3 to direct action to be taken	Level 3 to direct action to be taken.	Level 3 to direct action to be taken. Report to Level 4	2
Critical	Level 1	Level 2 (If appropriate) otherwise Level 1	Level 2 (If appropriate) , otherwise Level 1 Report to Level 3	Level 3 to direct action to be taken	Level 3 to direct action to be taken Report to level 4	5
Major	Level 1	Level 1	Level 2 (If appropriate) otherwise Level 1	Level 2 (If appropriate) otherwise Level 1	Level 2 (If appropriate) otherwise Level 1 Report to Level 3	10



Category/ Number of Working days	Day Issue Raised	1-2 Working Days after issue raised	3 -5 days	6 -10 days	10+ days	Yorcard resolution period (Working Days)
Minor	Level 1	Level 1	Level 1	Level 1	Level 1 Report to Level 3	10
Trivial	Level 1	Level 1	Level 1	Level 1	Level 1 Report to Level 3	10

Yorcard will resolve 90% of the issues raised (where Yorcard has developed the solution), for each defined Category every reporting month. The resolution period for each Category is detailed in the table above.

Yorcard will work to resolve at least 90% of the issues raised (where Yorcard has contracted a third party to develop the solution), for each defined Category every reporting month. The resolution period for each Category is detailed in the table above.

d. Notifications and Planned Maintenance

Clients will receive advance notice of any Planned Maintenance. Planned Maintenance may vary by Service as detailed below. Planned Maintenance during the period below is carried out at Yorcard’s discretion and will only be carried out following a prior notification. Wherever possible maintenance shall only be carried out on a single service concurrently, an exception to this will be when there is a requirement for infrastructure maintenance which affects all systems.

Service	Frequency	Planned Maintenance Hours	Expected Client Impact
All Services Infrastructure	On Sunday, following the second Tuesday of each calendar month	22.00 – 23.00	All systems
Critical Systems Affecting Front Line Services – Kafeneon API, CMS Connector API	On a Sunday notified in advance by Yorcard. It is very unlikely the APIs will require maintenance.	To be detailed within the notification	Kafeneon API – ITSO retail services; CMS Connector API – customer relationship management systems accessed via web portals.



Service	Frequency	Planned Maintenance Hours	Expected Client Impact
All other systems developed by Yorcard – Nero (website, data feed, Cube)	In Service Desk operational hours notified by Yorcard in advance. Where there is an impact on the customer maintenance will not be scheduled more frequently than weekly	To be detailed within the notification	None to a minimal disruption to non-front line employees
Arabica/Liberica – HOPS	First Tuesday of every second month	13:00 – 17:00	None
	Occasional HOPS upgrades	Notified in advance. Upgrades take place during office working hours on a Tuesday, Wednesday or Thursday	None
Yorcard Staging HOPS – testing service	First Wednesday of every second month	13:00 – 17:00	None
	Occasional HOPS upgrades	Notified in advance. Upgrades take place during office working hours on a Tuesday, Wednesday or Thursday	None

Yorcard will keep Clients informed of any emergency situations and the proposed resolution time. Whereby a change can be undertaken without affecting live services these will be implemented by Yorcard outside of the maintenance hours above. Clients will be notified of the maintenance and any Client facing enhancements.

e. Supported Services

Yorcard supplies Barista Software to access the Kafeneon Services. This SLA only applies to customers using the Supported Versions of the Barista Software as described below. Upon a new release of the Barista software Yorcard shall notify the customer, this will now be defined as the Supported Version of the software. The customer shall update the software to the Supported Version within two months for the SLA to apply. During the two month period following notification Yorcard shall continue to support the previous version of the



software as a Supported Version. Upon expiry of the two month period the previous version of the software will be unsupported and the SLA shall not apply.

All relevant software versions shall be included in the notifications.

f. Account Management and Reporting

Yorcard will report to the Yorcard Board the number of new issues raised each month, the number of issues resolved each month and the number of issues to be carried over to the next month. Issues are categorised into those which are dependent solely on Yorcard and those which require resolution by Yorcard suppliers.

Yorcard will assign an Account Manager to the Client. The Account Manager will have a periodic Account Management Meeting with the Client at a frequency detailed on the Order Form. Prior to the Account Management Meeting an agenda will be sent to the Client which will include a report of the issues for the period in question.

3) Service Availability

For online services, Yorcard guarantee availability as follows:

Availability	Service
100%	Nero which is also included in the Arabica and Liberica Services
100%	Kafeneon
100%	Robusta (the Ticketer Portal)

‘Permitted Downtime’ is excluded from this obligation, and includes time for Planned Maintenance (including for any third party services contracted by us), critical unforeseen maintenance needed for the security or performance of the online services and other times as agreed. ‘Outage Time’ is any time, other than ‘Permitted Downtime’, which leads to any of the online services being unavailable.

The following formula is used to calculate the Percentage System Availability in any month:

$$\text{Percentage System Availability} = 100 \times ((\text{Hours in month} - \text{Permitted Downtime} - \text{Outage Time}) \div (\text{Hours in Month} - \text{Permitted Downtime}))$$

Disaster Recovery (DR) is provided for all online services as follows:

- Nero the service is backed up daily with a two week retention period. Where there is a failure resulting in the need to rebuild the service from a back-up Yorcard will instruct its hosting supplier to rebuild the service within 1 hour during Service Desk working hours. Following notification of successful completion by Yorcard’s hosting supplier Yorcard will make operational its services within 4 hours.
- Kafeneon Yorcard provide an in-house ISAM server to provide a service for any downtime by our hosting provider. The Kafeneon Service automatically switches to the DR solution if the primary hosting supplier is unavailable.
- Robusta the service is backed up by a Yorcard supplier.



a. Service Suitability

For the Kafeneon Service we shall estimate the number of ISAMs required. If the number of ISAMs does not provide the Service Level, defined below, on ten consecutive Week Days, we shall carry out investigations to identify the required number of ISAMs to provide the Service Level.

Service Level	The 90th percentile of the time from when the Client requests an update to an ITSO smartcard to when the update to the ITSO smartcard is complete shall not exceed 3.0 seconds.
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If the Service Level is not met due to insufficient ISAMs Yorcard shall request further ISAMs from the Client to meet the Service Level. If the reason is not dependent on ISAMs, Yorcard shall use reasonable endeavours to ensure the Service consistently meets the Service Level.