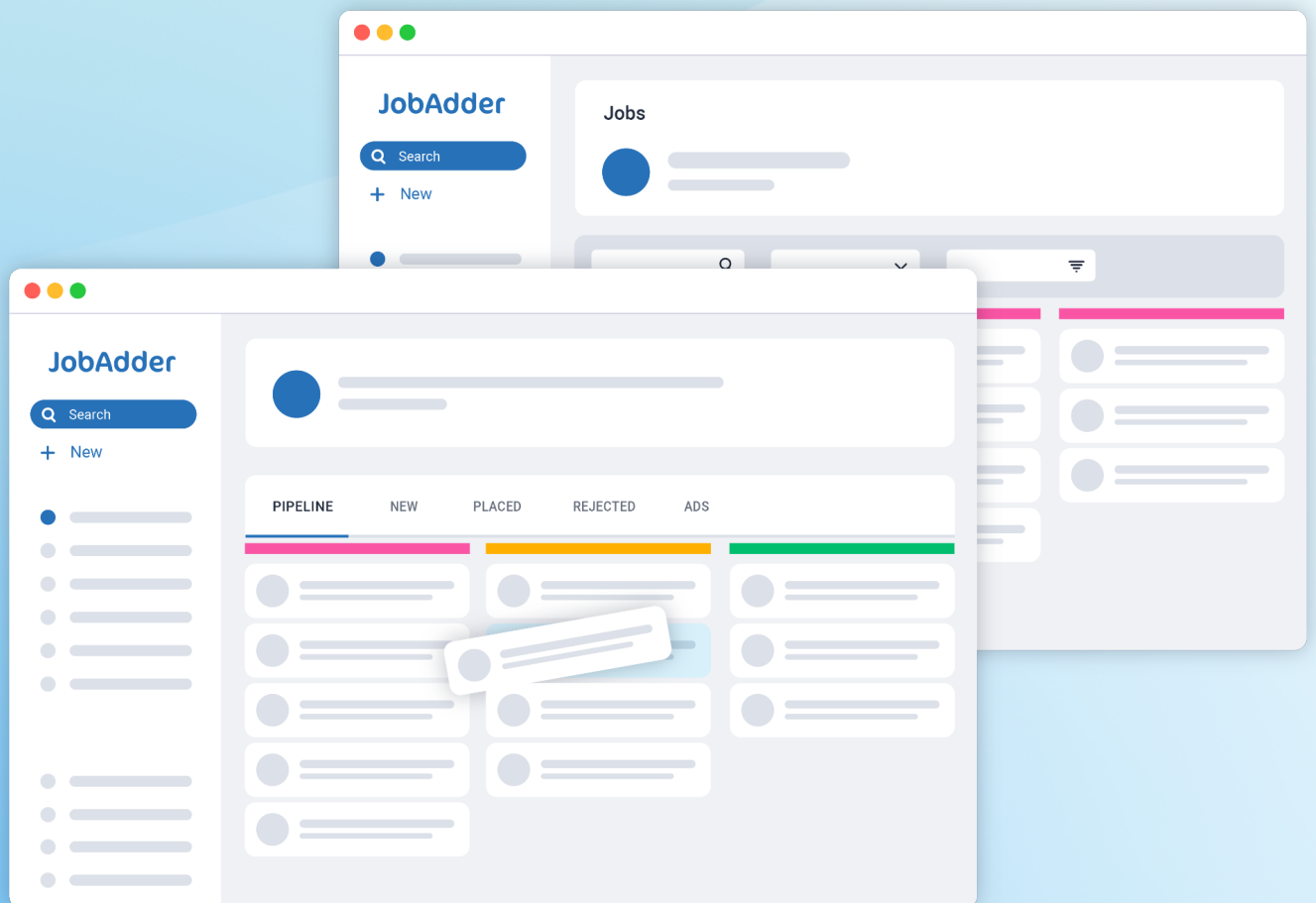




JobAdder Service Level Agreement



JobAdder Service Level Agreement

1. This Service Level Agreement (**SLA**) forms part of JobAdder's User Agreement (**User Agreement**) between You and JobAdder.
2. Any capitalised term in this SLA has the same definition as that given in the User Agreement for the same term. If there is any inconsistency between this SLA and the User Agreement, this SLA will apply to the extent of the inconsistency.
3. While JobAdder intends that the Service should be available 24 hours a day, seven days a week, it is possible that on occasions the Service may be unavailable due to maintenance for which JobAdder is not able to give more than 24 hours prior notice to You, and the Service is offline for more than 60 consecutive minutes (**Unscheduled Downtime**); or due to maintenance for which You receive more than 24 hours notice of an intended interruption to the Service (**Scheduled Downtime**); or due to circumstances beyond JobAdder's reasonable control (**Force Majeure Downtime**).
4. JobAdder commits to maintaining at least 99% uptime per calendar quarter for Your use of the Service. This excludes **Scheduled Downtime** and **Force Majeure Downtime**.
5. If 99% uptime of the Service is not achieved in a calendar quarter, subject to the exclusions in clause 4 above, You may lodge a request for compensation within 30 days of the end of the relevant quarter, by email, to support@jobadder.com.
6. You acknowledge that the compensation schedule set out below, will constitute Your sole and entire remedy for any loss or damage suffered by You or any of your employees, contractors or other representatives in connection with any claimable downtime (which does not include Scheduled Downtime or Force Majeure Downtime) of the Service in the relevant calendar quarter. You cannot claim credits under both this SLA and any other SLA offered by JobAdder.

Service Level Uptime Commitment and Compensation Schedule:

98 - 99% : 10% of monthly fees paid in the previous full calendar month.

97 - 98 : 15% of monthly fees paid in the previous full calendar month.

Below 97% : 50% of monthly fees paid in the previous full calendar month.

7. This Service Level Agreement will not apply if Your monthly Fees are more than 7 days overdue.
8. JobAdder may amend this SLA at its discretion with 30 days prior written notice to You, given by email to a user designated as the "Billing Account Contact" on your JobAdder account.

Schedule 1 - Maintenance Services and Service Levels

1. Maintenance Services

1.1 Updates, New Releases

If JobAdder provides any updates, Bug Fixes, Minor Releases or Major Releases of the Service to any third party, JobAdder will provide these to the Client at no additional charge and in accordance with this SLA.

1.2 Support and maintenance of the Service

JobAdder will provide maintenance and support services to the Client to ensure the Service operates in accordance with the Service Levels in Item 2 below.

1.3 Help desk

JobAdder will provide a help desk facility to assist with queries regarding the Client's use of the System. The help desk will be available in accordance with the time frames set out in section 4 of this SLA.

2. Service Levels

2.1 Agreed Service Levels

JobAdder agrees to provide the following service levels (**Service Levels**) to the Client in respect of Critical, Serious and Medium Severity Errors (see Definitions section for Error Severity descriptions):

Error Severity	Service Level
Critical	<ul style="list-style-type: none"> Work Around of the problem within 8 business hours from the time of Reporting
Serious	<ul style="list-style-type: none"> Work Around of the problem within 16 business hours from the time of Reporting
Medium	<ul style="list-style-type: none"> Work Around of the problem within 5 business days from the time of Reporting

3. Definitions

In this Schedule:

- (1) Unless otherwise defined in this Item 3, terms in this Schedule will have the same meaning as those given in the Agreement Details and the Terms and Conditions to which this Schedule is attached.
- (2) **Bug Fix** means a solution to a coding Error in the Service.

- (3) **Error** means an erroneous result from a system caused by faults, in either or a combination of, or all of, programming, syntax, computable processes or structures, logic, arithmetic or language, as determined solely by JobAdder.
- (4) **Error Severity - Critical** - means a total loss of functionality and/or availability of the Service. The users of the System cannot perform their work without this being fixed, as determined solely by JobAdder. .
- (5) **Error Severity – Serious** - means a significant loss of functionality of the Service and is defined as an Error that can affect one to many users of the Service. This type of Error severely restricts the ability of the Client to perform its normal job functions relating to the Service, as determined solely by JobAdder.
- (6) **Error Severity - Medium** - means a problem caused by an Error, which affects productivity or impairs the availability of the Service with some restrictions on the functions / functionality that can be used. These restrictions do not have a severe impact on the Client's operations, as determined solely by JobAdder, as the type of Error is based around a non-critical task.
- (7) **Major Release** means a release of the Service that is not merely a revision or Bug Fix but which contains substantial changes or enhancements to the Service's operation, code or functionality.
- (8) **Minor Release** means a release of the Service that does not add new features but is typically used to solve minor problems, correct Errors or Bug Fixes in the Service.
- (9) **Reporting** means the time at which the Client notifies JobAdder of an Error by using the contact methods set out in section 4 of this SLA.
- (10) **Service** means JobAdder's means the core online recruitment management services system supplied to the Client by JobAdder and excludes optional add-on functionality.
- (11) **Work Around** means the when the Client has been presented with an alternative way of achieving the outcome they are trying to achieve (even if it is not optimal compared to the original functionality) or some other workaround has been undertaken to achieve the same outcome (e.g. via the support team doing some activity).

4. JobAdder Support

JobAdder provides free and unlimited support 24 hours a day 6 days a week, Monday through to Saturday (excluding public holidays or other days notified to you).

JobAdder support can be contacted:

- a. Via the contact mechanisms listed at www.jobadder.com/support
- b. Via email at support@jobadder.com

Version History

Date	Version Changed To	Details - who changed what
30 June 2022	1.1	Revisions by Simone Vrabac
31 August 2022	1.2	Revisions by Simone Vrabac
11 October 2022	1.3	Revisions by Simone Vrabac