



Service Level Agreement (SLA)

Revision History

Date	Version	Who	What
Feb 15, 2019	1.0	Jose Gettas - COO	Creation
Jun 01, 2019	1.1	Gabriel Marin CTO	Reviewed
Jan 15, 2020	1.2	Jose Gettas - COO	Reviewed
Jul 20, 2020	1.3	Jose Gettas - COO	Reviewed
Jan 20, 2021	1.4	Jose Gettas - COO	Reviewed
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Jan 20, 2022	1.6	Jose Gettas - COO	Reviewed
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Jan 20, 2023	1.8	Jose Gettas - COO	Reviewed
Sep 20, 2023	1.9	Jose Gettas - COO	Reviewed
Jan 18, 2024	1.10	Jose Gettas - COO	Reviewed
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Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between COR and COR Clients for the provisioning of IT services required to support and sustain the product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

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

1. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Client(s) by the COR Worldwide Inc.

The **goal** of this Agreement is to obtain a mutual agreement for IT service provision between the COR Worldwide Inc and Client(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 client.
- Match perceptions of expected service provision with actual service support & delivery.

2. Stakeholders

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

IT Service Provider(s): COR Worldwide Inc (“Provider”)

IT Client(s): All COR Clients (“Client”)

3. 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: José Gettas

Review Period: Bi-Yearly (6 months)

4. Service Agreement

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

4.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check

4.2. Client Requirements

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

- Payment for all support costs at the agreed interval.
- Reasonable availability of client representative(s) when resolving a service-related incident or request.

4.3. 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 Client for all scheduled maintenance.

4.4. Service Assumptions

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

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

5. Service Management

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

5.1. Service Availability

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

- Email support: Monitored 9:00 A.M. to 6:00 P.M (GTM - 3). Monday – Friday
 - Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day
- Remote assistance guaranteed within 72 hours during the business week

5.2. Service Channels

- Email support: help@projectcor.com
- Platform Help Button
- Platform Chat
- Help Center: <https://cor.zendesk.com/>

Our response times for each channel:

- Email support: help@projectcor.com: 1hr maximum
- Platform Help Button: 5 minutes
- Platform Chat: 5 minutes

5.3. 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 Client within the following time frames:

- COR's usage inquiries: within 24 hours during business hours - 9:00 A.M. to 6:00 P.M. GMT - 3
- Within 24 hours for issues classified as **Critical**.
 - Critical: Reproducible in basic flow of functionality, loss of functionality, all users affected, without a workaround.
- Within 72 hours for issues classified as **High** priority.
 - High: Playable in an alternate flow of functionality, acceptable workaround, affects some users.
- Within 5 working days for issues classified as **Medium** priority.
 - Medium: Reproducible in an alternative flow or not defined in the requirement.
- Within 10 working days for issues classified as **Low** priority.
 - Low: Not Reproducible or referred to as non-functional behavior.

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