

SLA

Service Level Agreement

Device and Browser Support

[➔ Minimum System Requirements | Med App Help Centre](#)

Service Provider SLA

This Service Level Agreement applies to and is incorporated by reference into the subscription agreement made by and between the Service Provider and the Customer.

The Service Provider may modify this Service Level Agreement from time to time by posting such amended Service Level Agreement to Service Provider's website or support help centre, but will provide sixty (60) days advance notice to Customer before materially reducing the benefits offered to Customer under this Service Level Agreement.

Uptime-Downtime

During the term of the applicable subscription agreement, the Service Provider will use reasonable efforts to achieve a Monthly Uptime Percentage of at least **99.5%** for any calendar month. If the Service Provider does not meet the Service Provider SLA, and so long as Customer's account with us is current, the Customer will be eligible to receive the credits described below. These credits are the Customer's exclusive remedy for any failure by the Service Provider to meet the Service Provider's SLA. The Service Provider and the Customer hereby agree as follows:

"Downtime" means the time in which any service listed in the customer subscription agreement document is not capable of being accessed or used by the Customer, as monitored by Service Provider.

"Monthly Uptime Percentage" means the total number of minutes in a calendar month minus the number of minutes of Downtime suffered in a calendar month, divided by the total number of minutes in a calendar month.

"Exclusion from Downtime" The following are not counted as Downtime for the purpose of calculating Monthly Uptime Percentage:

- Service unavailability caused by scheduled maintenance of the platform used to provide the applicable service (Service Provider will endeavour to provide seven days advance notice of service-affecting scheduled maintenance); or
- Service unavailability caused by events outside of the direct control of Service Provider or its subcontractor(s), including any force majeure event, the failure or unavailability of Customer's systems, the Internet, and the failure of any other technology or equipment used to connect to or access the service.

Service Credits

Credits are issued as a financial reimbursement if the Service Provider does not meet the Service Provider SLA for a particular month of the ordered term. If the uptime percentage is not met for a Customer we will provide the applicable remedy set forth below:

Monthly Uptime Percentage	Service Credit
Less than 99.5% but >= 99.2%	5% of the monthly fee
Less than 99.2% but >= 99.0%	10% of the monthly fee
Less than 99.0% but >= 98.7%	15% of the monthly fee
Less than 98.7%	20% of the monthly fee

Response Times

Severity	Description	Action	Response Time
Severity 1	Critical production issue that severely impacts your use of the service. The situation halts your business operations and no procedural workaround exists. <ul style="list-style-type: none">Service is down or unavailable.Data corrupted or lost and must restore from backup.A critical documented feature / function is not available.	Immediate action. Worked on until service restored.	Up to 1 working days
Severity 2	Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to users and no reasonable workaround exists. <ul style="list-style-type: none">Service is operational but highly degraded performance to the point of major impact on usage.Important features of the Software as a Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.	Inform technical experts of problem for urgent response.	Up to 1 working days
Severity 3	There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable.	Inform technical experts of problem for fast response.	Up to 5 working days.
Severity 4	Informational, design or feature requests, including how-to questions.	Customer help and support processes	Up to 5 working days.

Incidents and service requests are to be sent to the Service Provider using approved service channels:

- Dashboard support live-chat; or
- contact@med.app

Response times are to be measured as the time taken for the Service Provider to provide any response to an issue, but does not include the time for the Customer to respond back to the Service Provider.

If in-app live chat is unavailable a Level 1 or 2 Incident may be notified to the Service Provider by phone to the designated the Customer success officer on +61 (02) 4010 3211.

The Customer will communicate any new incidents and service requests and agree on the priority with the Service Provider. Once agreed, the Service Provider will respond within the agreed timeframes.