



1. Introduction

This Support Service Level Agreement (SLA) forms part of the applicable Senso.cloud licensing agreement, order form or terms of service between the customer and Renato Software Ltd (RSL). Capitalised terms not defined in this SLA have the meanings given to them in the applicable agreement.

This SLA applies to the Senso.cloud online services made available by RSL, including the Web Management Console and associated Senso.cloud services purchased by the customer.

2. Definitions

Term	Meaning
Incident	Any single event, or any set of related events, that results in Downtime or materially affects use of the Services.
Web Management Console	The web interface provided by RSL through which customers manage the Services.
Service Level	The support performance metric or target response time set out in this SLA.
Support Window	The period during which a Service feature, version or compatibility with a separate product or service is supported.
Business Hours	The applicable support hours for the customer region, excluding the holidays stated in this SLA.

3. Support level

Subject to full payment of the applicable subscription and the customer maintaining an active support and maintenance entitlement, technical support is provided to authorised customer contacts through the Senso.cloud support portal: <https://support.senso.cloud>.

Support requests must be raised by authorised points of contact through the support portal and classified using the appropriate severity level. Correct severity classification helps ensure that incidents are routed and handled appropriately.

Region	Support hours	Exclusions
North America	08:00 am - 04:00 pm CT, Monday to Friday	Federal Holidays
United Kingdom	09:00 am - 05:00 pm GMT, Monday to Friday	UK public bank holidays
Australia	08:00 am - 04:00 pm AEST, Monday to Friday	Western Australian public holidays

4. Ticket classifications and target response times

Support requests are categorised by severity. The target response and resolution times below apply during Business Hours unless expressly agreed otherwise in writing. Resolution targets are dependent on the nature of the incident, customer cooperation and the exclusions and limitations in this SLA.

Classification	Definition	Target SLA response time
1 - Urgent	Total customer outage or outage impacting the majority of users.	Respond within 2 business hours / resolved within 8 business hours.
2 - High	Problem affecting a large user group where an alternate bypass may not be possible.	Respond within 4 business hours / resolved within 48 business hours.
3 - Medium	Problem affecting a small user group where an alternate bypass may be available.	Respond within 8 business hours / resolved within 180 business hours.
4 - Low	Problem that is inconvenient but not critical to the customer's business.	Respond within 16 business hours / no guaranteed resolution.

5. Support request initiation

The Level 1 Technician is responsible for initial ticket handling and classification.

1. Receives the support request or call.
2. Creates or receives an Incident ticket in the support portal.
3. Determines whether the ticket is a Severity 1 (Urgent) incident requiring escalation.

If the support portal is unavailable, technicians will use manual logs to facilitate the support process. Information recorded manually will be entered into the support portal when it becomes available.

If the ticket is Severity 1 (Urgent), the Level 1 Technician will notify the Incident Manager in person or by telephone. If the Incident Manager is unavailable, the Level 1 Technician will contact Backup 1, the Software Development Manager. If Backup 1 is unavailable, the Level 1 Technician will contact Backup 2, the Director of Operations. If the ticket is not Severity 1, the normal support process will apply.

6. Escalation and internal notifications

For Severity 1 incidents, the following escalation process applies:

1. The Incident Manager, or the designated backup, determines the appropriate Level 2 group or groups required to assist with service restoration and provides those details to the Level 1 Technician.
2. The Level 1 Technician contacts the relevant Level 2 group or groups, provides the Incident ticket number and instructs them to engage as soon as possible.
3. The Incident Manager notifies the Director of Operations and the Chief Executive Officer, as appropriate, of the Severity 1 incident.

7. Status notifications

The following internal notifications are issued for Severity 1 incidents:

Role	Notification responsibility
Level 1 Technician	Sends the initial e-mail notification and status update e-mails when status information is available.
Incident Manager	Calls the Software Development Manager to notify them of the Severity 1 incident. The Software Development Manager will call the Director of Operations and Chief Executive Officer as necessary. The Incident Manager sends status update e-mails to the Director of Operations and Chief Executive Officer when status information is available.

If e-mail is unavailable, the relevant directors will be notified in person or by telephone.

8. Problem resolution

1. The Incident Manager sends a resolution notification to the Director of Operations and Chief Executive Officer when a Severity 1 incident has been resolved.
2. The Level 1 Technician closes the ticket when the problem is resolved and may contact the customer to perform a customer satisfaction survey.

9. Software maintenance

The registered support contact for the Software will receive periodic notifications about software upgrades, including new versions, service packs, patches and instructions for applying upgrades supplied by RSL during the applicable maintenance period.

RSL supports the current version and the previous version of the Software for a period of at least 30 days. Certain features may require the registered user or customer to upgrade to the latest version of the Software.

10. Software defects

A "Defect" is a technical defect with the Senso.cloud application or with those portions of software integrations within Senso.cloud. Defects are categorised by severity. The severity of a Defect is determined by RSL, subject to the definitions below.

Severity	Defect definition
Severity 1 (Urgent)	A Defect that results in at least one of the following: (i) the Senso.cloud URL produces no results; or (ii) the customer's authorised users cannot log in to the Senso.cloud Web Management Console after repeated attempts. Severity 1 does not include downtime for maintenance.
Severity 2 (High)	A Defect that results in any of the following: (i) an entire application module, such as Classroom Manager or Admin Tools, is inaccessible; (ii) no thumbnail is being delivered; (iii) selected users are not receiving updates; (iv) there is no access to the Admin Center; or (v) no users show as online.
Severity 3 (Minor)	A Defect in one or more application features.

11. Exclusions to software defects

If a problem is caused by one or more of the excluded factors below, RSL may decline to provide support. If RSL elects to provide support for an excluded issue, RSL may charge the customer at RSL's then-current rates for reasonable costs and expenses, plus VAT where applicable. RSL will notify the customer as soon as it becomes aware that a fault may be due to one of the exclusions below.

- Altered, damaged or modified Products.
- Products that are not at a supported release level or for which the customer does not have a current support and maintenance contract.
- Defects or errors caused by incorrect use of the Products or operator error.
- Defects caused by failure to implement reasonable recommendations or solutions provided by RSL in respect of defects.
- Products installed in a hardware or operating environment not supported by RSL.
- Third-party software not licensed through or supported by RSL.
- Defects or errors caused by any fault or error in equipment, programs, applications or products used in conjunction with the Products, or otherwise resulting from causes beyond the reasonable control of RSL.

12. Customer obligations

The customer must provide mutual aid and assistance to RSL in RSL's efforts to provide support. Such cooperation and assistance includes, but is not limited to:

- Timely transmission and release to RSL of appropriate and accurate documentation and information.
- Remote access to the customer's environment where the defect can be reproduced and traced.
- Where a fault cannot be replicated through remote access and the customer requires RSL staff to attend site, payment by the customer of the time and expense charges involved in attending the site or other relevant locations.

13. Limitations

This SLA and any applicable Service Levels do not apply to performance or availability issues arising from, or relating to, any of the following:

1. Factors outside RSL's reasonable control, including natural disaster, war, acts of terrorism, riots, government action, or a network or device failure external to RSL data centres, including at the customer site or between the customer site and the relevant data centre.
2. Use of services, hardware or software not provided by RSL, including issues resulting from inadequate bandwidth or related to third-party software or services.
3. The customer's continued use of a Service after RSL advised the customer to modify its use of the Service, where the customer did not modify its use as advised.
4. Preview, pre-release, beta or trial versions of a Service, feature or software, as determined by RSL.
5. Unauthorised action or inaction by the customer, the customer's employees, agents, contractors, suppliers or anyone gaining access to RSL's network by means of the customer's passwords or equipment, or issues otherwise resulting from the customer's failure to follow appropriate security practices.
6. The customer's failure to adhere to required configurations, use supported platforms, follow applicable acceptable use policies, or use the Service in a manner consistent with the features and functionality of the Service and RSL's published guidance.
7. Faulty input, instructions or arguments, including requests to access files that do not exist.
8. Attempts to perform operations that exceed prescribed quotas or issues resulting from RSL throttling suspected abusive behaviour.
9. Use of Service features outside their associated Support Window.
10. Licences reserved but not paid for at the time of the Incident.

14. Relationship with other terms

This SLA is intended to operate alongside the applicable customer licensing agreement, order form, terms of service and related documents. If there is a conflict between this SLA and any signed customer order form or negotiated agreement, the order of precedence in the applicable agreement will apply.