



This document will provide all the information relating to this Service Level Agreements (SLA) for Parrot Interactive customers.

Service Level Agreement (SLA)

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Agreement

Here follows a Service Level Agreement (hereafter referred to as **SLA**) between the service provider Parrot Products (Pty) Ltd (hereafter referred to as **Parrot**) and the customer _____ (hereafter referred to as the **customer**).

Commencement Date

This agreement will commence on the following date:

Duration of the agreement

This agreement will expire on the following date:

Definitions

Service level agreement (SLA)

An agreement between a service provider (in this case Parrot) and the end user (in this case the customer) that defines a specific level of service. SLAs are output-based in that their purpose is specifically to define what the customer will receive.

Scheduled Call out

A scheduled call out consists of an onsite visit from a qualified Parrot technician, whereby the technician **will** service up to 10 Classrooms as specified below for a period not longer than four hours (in a case where not all classrooms are serviced, Parrot will undertake to service them with in a period of three working days following the scheduled call out):

- Recalibrate the Parrot Touch Board's orientation and hotkeys
- Conduct basic board maintenance - cleaning and inspecting all surfaces
- Parrot Projector alignment and Maintenance – cleaning of projector filter and adjustments of projector alignment as well as focus
- Optimize board and projector operations
- Install latest Parrot software and drivers applicable to the products
- Complete a damage Inspection and provide a report
- Provide a detailed feedback sign off form

These services would be done for the primary user of the installed touch board. A check will be done to optimise the use of the parrot software on the primary user's PC, however troubleshooting of any 3rd party software or applications does not fall within the scope of this SLA agreement. This call out will be scheduled every month and may be rescheduled with no less than five working days' notice and pending availability of a Parrot technician. A Scheduled Call Out cannot be carried over to the following month/s. Should a specific month's call out not be utilized or rescheduled it will automatically be voided.

Emergency Call-Out

An Emergency Call-Out consists of an onsite support session from a qualified Parrot technician lasting no longer than one-hour, whereby our technician will:

- Complete troubleshooting & fault analysis with regards to the reported emergency issue
- Research methods to counter the fault
- Resolve the primary emergency issue
- Provide detailed feedback/sign off form

Commented [MW1]: Remove 4 hour session and replace with a session of not longer then 4 hours

Commented [PV2R1]: Made the amendment

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The technician will attend your problem within 24 working hours after the emergency issue has been reported.

If the technician cannot resolve issue within the max allotted time (one hour), he/she will identify a resolution, return and ensure that the board/product is once again performing at its optimal capabilities with a period that is acceptable to the customer.

In warranty

Devices that are deemed faulty during a scheduled call out or emergency call out and that are still in warranty, would need to adhere to the warranty policy associated with the specific product/s to be repaired or replaced without any additional charge. Within the scope of this SLA – Parrot undertakes to **uninstall/collect** the faulty product/s and **reinstall/deliver** the repaired/replaced product/s at **no additional cost**.

Note: This SLA does not cover the cost of any replacement/repared products that are not under warranty or that does not comply with it respective warranty terms.

Out of warranty

Devices that are deemed faulty during a scheduled call out or emergency call out and that are not in warranty, will be repaired or replaced at a cost to the customer (either for the repair or for the purchase of a replacement). Within the scope of this SLA – Parrot undertakes to **uninstall/collect** the faulty product/s and **reinstall/deliver** the repaired/replaced product/s at **no additional cost**.

Note: This SLA does not cover the cost of any replacement/repared products that are not under warranty or that does not comply with it respective warranty terms.

Restrictions

All SLA packages are restricted to customers within a 100km radius of a Parrot provincial branch. If you require these services outside of the 100 km radius we will gladly create a custom SLA tailored to your specific requirements.

Responsibilities

Parrot

- Meeting response times associated with service related incidents
- Appropriate notification to Customer for all scheduled maintenance
- Resolving reported support calls within the allotted time OR if not reasonably possible – in a mutually agreed period
- Detailed reporting on all service/support calls

Customer

- Advanced payment (in full) for the selected SLA package
- Reasonable availability of customer representative(s) when resolving a service related incident or request
- Providing access to the premises as well location of the reported incident or request

Service Availability

Both the Scheduled call out as well as the emergency call out may only take place within Parrot's operational work hours - as specified below:

- Monday – Friday
- 09:00 – 16:00
- Excluding public holidays

Commented [MW3]: This SLA does not cover the cost of replacement parts for products not under warranty period

Commented [PV4R3]: This has been amended

Commented [BL5]: Discuss availability

Commented [PV6R5]: Altered them to standard Parrot business hours

PARROT PRODUCTS

Termination

Parrot Termination

Parrot has the right to terminate this agreement with immediate affect without reimbursing the customer under the following circumstances:

- The technician assigned to the customer is assaulted or threatened
- The customer repeatedly does not provide required access to the premises as required
- The customer repeatedly obstructs the assigned technician from completing their tasks

Customer Termination

The customer has the right to terminate this agreement with immediate effect and be reimbursed pro-rata the remainder of the agreement term under the following circumstances:

- Parrot does not comply with the terms of the selected SLA package (response times, number of deliverables and ability to resolve the support calls)
- The assigned Parrot technician does not conduct themselves in a professional manner
- The assigned Parrot technician deliberately causes damage to customer property

Available SLA Packages and Pricing

Product Code	Description	Duration	Deliverables	Total Pack Price (Excluding VAT)
SLA0103	Service Pack 1	3 Months	1x Scheduled Call Out/Month 1 x Emergency Call Out/Month	R 3,000.00
SLA0106	Service Pack 1	6 Months	1x Scheduled Call Out/Month 1 x Emergency Call Out/Month	R 5,000.00 (save R1,000.00)
SLA0112	Service Pack 1	12 Months	1x Scheduled Call Out/Month 1 x Emergency Call Out/Month	R 10,000.00 (save R2,000.00)
SLA0203	Service Pack 2	3 Months	2x Scheduled Call Out/Month 2 x Emergency Call Out/Month	R 6,000.00
SLA0206	Service Pack 2	6 Months	2x Scheduled Call Out/Month 2 x Emergency Call Out/Month	R 10,000.00 (save R2,000.00)
SLA0212	Service Pack 2	12 Months	2x Scheduled Call Out/Month 2 x Emergency Call Out/Month	R 20,000.00 (save R4,000.00)

Customer SLA Package Selection

Please select the SLA package you require from the following:

SLA0103	<input type="checkbox"/>
SLA0106	<input type="checkbox"/>
SLA0112	<input type="checkbox"/>
SLA0203	<input type="checkbox"/>
SLA0206	<input type="checkbox"/>
SLA0212	<input type="checkbox"/>

Commented [BL7]: Discuss termination if contract is breached

Commented [PV8R7]: Altered them to the current bullet points

Commented [PV9]: Final review and discussion around whether the pricing is not too low needs to happen

Agreement Approval

By signing below, I _____ have the required authority to approve this agreement on behalf of the customer and bind the customer to the specified terms and conditions. I further confirm that I understand and agree to the terms as stated.

Parrot Representative	Customer Representative
Name	Name
Signature	Signature
Date	Date