

Service Level Agreement

The my mhealth Service Level Agreement (“SLA”) is a policy governing the availability and IT support of the systems, networks, storage and application services which underlie the Services.

In this SLA:

You: means the Customer.

us, our and we: means the Supplier, my mhealth.

Office Hours: means 08:00 until 17:00 UTC from Monday to Friday except UK Bank Holidays.

Recovery Point Objective: means the maximum targeted period in which data might be lost from the Service due to a major incident.

Recovery Time Objective: means the targeted duration of time and a service level within which the Service will be restored after a disaster or disruption.

1. Network Service

1.1. We will use reasonable commercial efforts to provide a network service availability with a monthly availability percentage of at least 99.9%.

1.2. Unavailability of this Service means when any of the running application services have no external connectivity.

2. Storage Service

2.1. We will use reasonable commercial efforts to provide availability of storage service at a monthly availability percentage of at least 99.9%.

2.2. Unavailability of this Service means when all of attached storage volumes perform zero read-write IO, with pending IO in the queue.

2.3. Disaster Recovery provisions will match the Recovery Time Objective and Recovery Point Objective of this SLA. These include redundant database nodes and both local and off-site data backups.

3. IT Service Support

3.1. We will monitor the Service 24 hours per day, 7 days per week.

3.2. A team of IT developers/operators will be available during Office Hours to support the Customer and Providers.

3.3. Our IT support contacts are: Office Hours: call +44 1202 299 583 or contact to support@mymhealth.com Out of Office Hours: contact support@mymhealth.com

4. Incident reporting and planned maintenance

4.1. We will notify you of any incident affecting the Service, including Service unavailability, functionality disruption, data loss or systems hacking.

4.2. Although the Service is designed for 24x7 availability, we will inform you at least 24 hours before any planned maintenance activities that potentially or effectively disrupt the Service.

4.3. Notification will be made to an individual or department notified by you to us within 48 hours of an incident occurring. You are responsible for keeping us updated on the designated contact. Please write to support@mymhealth.com

5. Service Recovery

5.1. Upon incident notification by you or an automated monitoring tool, the Recovery Time Objective will be:

- a) Two hours for a notification during Office Hours and
- b) Eight hours during Out-of-Office Hours.

5.2. The Recovery Point Objective will be 24 hours or less.

6. SLA Exclusions

6.1. This SLA does not apply to availability, quality, performance, correctness or any other issue in relation to the Service in case of:

- a) Events that are not directly under our reasonable control, including Internet access to our service and misconfigurations in User's devices
- b) Events resulting from actions or inactions of you or any third party
- c) Suspension or termination of the Service.