



SERVICE LEVEL AGREEMENT (SLA)

between

SoftLogica Inc.

and

Customers of WAPT/WAPT Pro products

for

Technical Support Services

TABLE OF CONTENTS

PURPOSE.....3

SCOPE OF AGREEMENT.....3

MAINTENANCE PERIOD TERMS.....3

PROCESSES AND PROCEDURES4

 Means of communication4

 Point of contact.....4

 Support request requirements.....4

RESPONSIBILITIES4

 SoftLogica responsibilities.....4

 Customer responsibilities5

LIMITATIONS5

 Number of support requests.....5

 Scope of service.....6

 Licensing and hardware.....6

Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between SoftLogica Inc. (hereinafter, *SoftLogica*) and its customers that licensed WAPT or WAPT Pro products under the terms of the SoftLogica End User Agreement (hereinafter, *customers*) regarding the technical support services provided by SoftLogica to the customers.

This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new products and services.

Scope of Agreement

SoftLogica provides technical support services specified in this agreement to all its customers that licensed WAPT or WAPT Pro products. The services are provided during the maintenance period specified for the corresponding license(s).

Services are provided regarding the following products (hereinafter, *products*):

WAPT 9.0 (and later versions);

WAPT Pro 4.0 (and later versions);

WAPT Pro Load Agent;

WAPT Pro x64 Load Engine;

Module for ASP.net testing;

Module for JSON format;

Module for Adobe Flash testing;

Module for Silverlight testing;

Module for GWT testing;

Module for binary formats.

Maintenance period terms

Technical support is provided during the maintenance period for each license. In case the maintenance period for a license is over, it can be extended by the customer by paying the yearly maintenance fee.

Maintenance fee is applicable for WAPT, WAPT Pro and x64 Load Engine products. For other (additional) products it is not applicable. In such case the support is provided on the basis of the maintenance period for the main product license.

Processes and Procedures

Means of communication

The primary means of communication used for the technical support service is email. SoftLogica provides two email addresses that may be used by the customers to send support requests.

The following address is used for all inquiries: support@loadtestingtool.com.

The following address is used exclusively for support requests from customers: registered@loadtestingtool.com.

Customers can create support requests by sending messages to any of the above addresses.

In addition to email messages customer may also use the following online form to send initial support requests: <http://www.loadtestingtool.com/support.shtml>

After receiving the initial request, SoftLogica may suggest additional communication methods including phone and Skype calls as it appears suitable depending on the request subject.

Point of contact

Customer is not required to assign a specific person as a point of contact. Support requests may be initiated by any customer employee currently in charge of the product use.

Customer may also appoint any contact from another related organization, provided that any use of the product licenses by that organization is in compliance with the EULA terms.

Support request requirements

Support Request is a request for support to fix a defect in the existing product version or a request for additional information regarding the functionality of the product.

In either case the request should include information sufficient to demonstrate the problem or question. This may include test source files, test/verification log files, screenshots, and screencast video recordings.

In order to receive support service the customers are required to identify their license(s) by providing product serial numbers or Order IDs issued on the license purchase.

Responsibilities

SoftLogica responsibilities

SoftLogica is responsible for assigning a proper contact person for the communication with the customer regarding each received support request. In case any additional technical information is required to provide the support service, this information is requested by the contact person.

SoftLogica guarantees that this information will be used only inside the company by a limited number of technical specialists and strictly for the purpose of providing the support service for the customer.

SoftLogica is responsible for providing all the resources required to fulfil the support requests in the shortest possible time. Specifically, it guarantees that the following standards are observed.

Maximum response time: **2 business days**.

Average response time: **less than 1 business day**.

In case the customer reports a product defect that can be reproduced basing on the information received from the customer, SoftLogica is responsible for providing custom product build that resolves the reported problem. The exact time required for this depends on the program complexity. Average time is **2 business days** starting from the moment the problem is reproduced by SoftLogica in its environment.

Customer responsibilities

The customer is responsible for providing full and complete description of the problem(s) or question(s) related to the support request, as well as for providing additional information on the subject as requested by SoftLogica.

The customer is responsible for configuring its email system to be able to send and receive email messages to and from SoftLogica support address. This may include adding corresponding exceptions to the firewalls and spam filters.

If customer does not receive an answer within 1 business day after sending initial support request, the customer should repeat the request with help of the online form, as it provides higher delivery reliability.

Limitations

Number of support requests

The number of support requests is not limited anyhow.

Scope of service

While SoftLogica will do its best to serve all support requests and provide all required information on the product functionality, as well as product bug fixes, SoftLogica cannot guarantee full resolution of the customer problems, if such resolution requires test design work for a specific customer web application.

While SoftLogica is responsible for providing tools required to do this work, it is not responsible for the implementation of the testing projects in terms of the technical support service.

Such work can be done by SoftLogica at additional charge in terms of the load testing service, which is not within the scope of this agreement.

Licensing and Hardware

SoftLogica is responsible for providing recommendations regarding the software and hardware configuration required to perform customer testing projects. However in case the current configuration is not sufficient, this is not considered a product defect.