

SCHEDULE B

SERVICE LEVEL AGREEMENT

StudyLink Service Level Support Plan A – *Standard 95*

The following sets out the service level agreement between Learning Information Systems Pty Ltd t/a StudyLink (StudyLink) and the Customer for the operation of the StudyLink AppManager hosted application (the Service).

- (a) StudyLink guarantees that the Service will be available for 95% of any given calendar month. This availability excludes scheduled downtime for system maintenance and upgrades.
- (b) Scheduled downtime shall be notified to the Customer no less than 24 hours in advance and shall occur during a time that minimises the impact of the downtime.
- (c) StudyLink pro-actively monitors the Service 24x7. If a fault is detected, our engineers are immediately alerted via email and by visual and audio alarms in our Monitoring System. Our engineers will then work to resolve the problem immediately.
- (d) StudyLink agrees to operate an email help desk for all users of the Service from 9am – 5pm Sydney time Monday to Friday (excluding public holidays). StudyLink also agrees to operate telephone support to institution and agent users during these same business hours.
- (e) StudyLink agrees to respond to support requests from applicant users by the next business day.
- (f) StudyLink agrees to respond to support requests from institution and agent users within one business day.
- (g) StudyLink can make no guarantees regarding the performance of the data traffic or infrastructure (the Internet) beyond our router ports at its data centre. As a result, StudyLink's services may be subject to limitations, delays and other problems inherent in the use of the internet and electronic communications. StudyLink is not responsible for any delays, delivery failures, or other damage resulting from such problems.
- (h) StudyLink warrants to act quickly and promptly in the resolution of any support request received and to keep the Customer informed of developments no less than once per day if it is not solved the same day.
- (i) StudyLink warrants that the Service is managed in good faith and to the best of our ability for availability, performance and security.