

Schedule A – Service Levels

Version: v1.1

Effective date: 1st January 2025 A

Scope: This Schedule A sets out response and resolution targets, priority definitions, escalation, exclusions, scheduled maintenance, planned outages, and third-party dependencies for all Services. Capitalised terms not defined herein have the meanings ascribed to them in the Turrito Master Terms and Conditions for Services.

1. Definitions (Schedule A)

- 1.1. **After-Hours** means any time outside Business Hours.
- 1.2. **Business Hours** means 07:00 to 17:00 on business days in the Republic of South Africa, unless stated otherwise in an Application Document.
- 1.3. **Planned Outage** means scheduled service interruption for maintenance or change windows notified under this Schedule.
- 1.4. **Priority Levels** means the following categories used for response and resolution targets:
 - 1.4.1. **Priority 1** – Critical: Complete degradation or outage; all users or critical functions affected.
 - 1.4.2. **Priority 2** – High: Significant degradation; large number of users or a single site down.
 - 1.4.3. **Priority 3** – Medium: Limited degradation; limited users or functions affected; workaround available.
 - 1.4.4. **Priority 4** – Low: Small degradation; few users or a single user affected.
- 1.5. **Resolution Time** or Mean Time to Repair (MTTR) means the elapsed time from Ticket creation until CIT closes the Ticket due to resolution or agreed workaround (subject to third-party dependencies).
- 1.6. **Response Time** means the elapsed time from fault logging and Ticket creation until CIT's acknowledgement is sent to the Customer.
- 1.7. **Scheduled Maintenance** means planned maintenance windows notified in advance under this Schedule.
- 1.8. **Service Desk or Support Desk** means CIT's customer support function contactable at advancedsupport@turrito.com and 010 140 4489 or as updated on this Schedule.
- 1.9. **Third-Party Dependency** means a dependency on third-party equipment, software, services or networks not under CIT's sole / direct control.
- 1.10. **Ticket or Service Ticket** means a record created in the Service Desk system when the Customer logs a fault.

2. Contact and Fault Logging

- 2.1. **Support Desk:** advancedsupport@turrito.com and 010 140 4489.
- 2.2. **Logging a fault:** The Customer must log each fault with the Support Desk and provide: Customer name, technical contact name and email, reason for the fault, and any other relevant information.
- 2.3. **System of record:** Response and resolution times are measured using CIT's Service Desk which tracks faults from initial reporting to resolution. If a fault is not logged via this method, guaranteed response times do not apply.

3. Responsibilities

- 3.1. Customer responsibilities (first-line support): Provide internal first-line support for routine issues, maintain good communication, and provide reasonable access to equipment, software and services for maintenance, updates and prevention activities.
- 3.2. CIT responsibilities: Provide and maintain support infrastructure, respond to faults within the response targets, escalate and resolve faults as quickly as possible, and maintain good communication.

4. Priority Levels and Response Targets (Business Hours)

- 4.1. **Priority 1** – Critical: Response 0.5 hours;
- 4.2. **Priority 2** – High: Response 1 hour;
- 4.3. **Priority 3** – Medium: Response 1 hour;
- 4.4. **Priority 4** – Low: Response 1 hour;
- 4.5. **Measurement notes:**

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- 4.5.1. **“Response time”** is the time from logging the fault and receiving a Service Ticket until acknowledgement is sent.
- 4.5.2. Response times apply during Business Hours (07:00–17:00) unless After-Hours support is separately agreed.
- 5. Priority Levels and Resolution Targets (Services under CIT control, Business Hours)**
- 5.1. **Priority 1** – Critical: Resolve within 4 hours; Feedback interval 0.5 hours.
- 5.2. **Priority 2** – High: Resolve within 8 hours;
- 5.3. **Priority 3** – Medium: Resolve within 18 hours;
- 5.4. **Priority 4** – Low: Resolve within 24 hours;
- 5.5. Where Services depend on third-party systems, fixed resolution targets may not be available. CIT will use best endeavours to expedite resolution and provide frequent updates.
- 6. Escalation Path**
- 6.1. If an issue is not progressing, the Customer may escalate using the following sequence:
- 6.1.1. **Technical Escalations:** [Etienne Mostert] 010 140 4488 / etienнем@turrito.com / 072 634 3184 – target acknowledgement within 2 hours
- 6.1.2. **Service Desk Manager:** [Andries Cronje] 010 140 4489 / andriesc@turrito.com / 082 301 5516 – target acknowledgement within 4 hours.
- 6.1.3. **Operations Manager:** [Roston Sadie] 010 140 4417 / rostons@turrito.com / 071 560 4151 – target acknowledgement within 6 hours
- 6.1.4. **Chief Service Officer:** [Aaron Thornton] 010 140 4450 / aaron@turrito.com / 082 518 4669 – target acknowledgement within 8 hours.
- 6.2. Contact names and numbers may be updated from time to time; current details will appear on this Schedule.
- 7. Scheduled Maintenance and Planned Outages**
- 7.1. **Third-party provided Services:** The third party’s service level and maintenance terms govern scheduled maintenance and planned outages.
- 7.2. **CIT Provided Services:**
- 7.2.1. Scheduled maintenance will be communicated timeously, scheduled with Customer input, and agreed in writing.
- 7.2.2. Maintenance will be arranged to minimise disruption to the Customer.
- 7.2.3. Emergency maintenance: Short-notice emergency work may be required where urgency is proven by CIT.
- 8. SLA Exclusions**
- 8.1. Service Levels do not apply where:
- 8.1.1. the problem is caused by using equipment, software or services in a way the Customer was warned against;
- 8.1.2. the Customer made unauthorised configuration changes;
- 8.1.3. the Customer prevented reasonable maintenance or updates;
- 8.1.4. unsupported equipment, software or other services caused the incident;
- 8.1.5. unavailability due to load-shedding;
- 8.1.6. third-party dependency: Where resolution requires action by a third-party provider, fixed MTTRs cannot be guaranteed. The third party’s service level terms apply and are available on request. CIT will use its best endeavours to expedite resolution and will manage the third party so that the Customer receives resolution times better than those obtainable if the Customer engaged that third party directly.
- 9. Changes to this Schedule**
- 9.1. CIT may update this Schedule to reflect service, legal, vendor or security changes. Each update will show a version identifier and effective date.
- 9.2. Material adverse changes: at least 30 days’ notice by email or portal message with a link to the updated Schedule.
- 9.3. CIT will not reduce committed service levels for an in-term Service.

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