

SCHEDULE 3: SERVICE LEVELS

1 Targets

- 1.1 Timeframes referred to in this Schedule — including Interim Mitigation, Resolution, patch and hotfix timing, and status update cadence — are service level targets reflecting iVvy's operational objective for that priority tier. They are not guaranteed delivery dates and do not constitute a contractual condition, warranty, or ground for termination or claim by the Customer, except where service credits have been expressly agreed in a separate written instrument between the parties.
- 1.2 For the avoidance of doubt, no service credits apply under this Agreement unless expressly set out in an executed Order Form or separate written agreement between the parties.

2 Definitions

"**Acknowledgment**" means iVvy's confirmation that an Incident has been logged and classified, communicated to the Customer within the Response time in Clause 3.

"**Incident**" means a fault, error, or degradation in the Services reported by the Customer in accordance with Clause 4.

"**Interim Mitigation**" means a temporary workaround that reduces the impact of an Incident, where technically available.

"**Resolution**" means, for Critical and High priority Incidents, delivery of a hotfix or patch as described in Clause 3; and for Medium and Low priority Incidents, completion of the review process described in Clause 3, which may result in a scheduled fix, deferral to a future release, or a decision not to proceed.

"**Reporting Target**" means, for each Incident priority tier set out in Clause 3, iVvy's service level objective for the percentage of Incidents in that tier which met the applicable Response and Resolution targets, calculated over a rolling 12-month period, unless the parties agree an alternative measurement period in writing.

3 Incident Classification and Service Level Targets

Priority	Definition / Trigger	Response Target	Interim Mitigation Target	Resolution Target (see Clause 1)	Status Updates	Reporting Target
CRITICAL	Complete loss of an essential business function affecting all or a large proportion of users, or a verified risk to the integrity of production Customer data (e.g. corruption or loss of	< 1 hour, 24/7	Within 4 hours, 24/7, where technically possible. Named escalation contact provided within 1 hour of Acknowledgment.	Emergency hotfix outside standard release cycle, targeted within 48 hours of Acknowledgment, worked 24/7 until resolved.	Every 2 hours until resolved.	90% of logged Incidents (Response + Resolution)

Priority	Definition / Trigger	Response Target	Interim Mitigation Target	Resolution Target (see Clause 1)	Status Updates	Reporting Target
	booking, financial, or guest data), as reasonably determined by iVvy.					
HIGH	Large groups of users impeded in an essential business function.	< 1 hour, 24/7	Within 24 hours, where available.	Configuration level: within 24 hours. Code-change required: patch targeted within 7 days.	Every 24 hours until resolved.	75% of logged Incidents (Response + Resolution)
MEDIUM	A small number of individuals impeded in an essential business function.	< 1 hour, 24/7	Within 5 business days, where available.	Configuration level: within 5 business days. Code-change required: reviewed within 21 days and assigned an ETA with scheduled release or deferred to the following quarter's roadmap.	Every 7 days until an outcome is assigned; every 14 days once scheduled; every 30 days if deferred to roadmap.	75% of logged Incidents (Response + Resolution)
LOW	An individual impeded in a non-essential activity, a temporary workaround exists for an essential function, or a minor move/add/change request.	< 1 hour, 24/7	Within 7 days, where a workaround is available.	Not guaranteed. Configuration changes actioned as capacity allows. Code-change items reviewed every 2 weeks and assigned an ETA with scheduled release, deferral for next-quarter reconsideration, or a decision not to proceed. Some Low priority items will not be fixed.	Outcome and indicative timing communicated within 14 days of logging; every 14 days once scheduled; every 30 days if deferred.	75% of Response and Interim Mitigation targets met. Resolution is excluded from this metric.

4 Classification Authority

- 4.1 iVvy classifies each Incident's priority acting reasonably, applying the criteria in Clause 3. Where the Customer disagrees with a classification, the Customer may escalate the classification in accordance with Clause 5, and iVvy will review the classification within 1 business hour of that escalation.

5 Escalation Contacts

Priority	Escalation Contact	When Available
Critical	Named senior escalation contact, assigned and provided within 1 hour of Acknowledgment.	24/7
High	Named support escalation contact, provided on request.	Business hours, same-day response
Medium / Low	General escalation via the standard support channel; may be escalated to a named contact at iVvy's discretion or on repeated request.	Business hours

6 Suspension of Time (Clock-Stop)

- 6.1 Response and Resolution timeframes are suspended for any period during which iVvy is awaiting information, access, or action reasonably requested from the Customer and required to progress the Incident, and resume upon receipt of that information, access, or action.

7 Exclusions

- 7.1 Force Majeure events are addressed in the Master Services Agreement (MSA) and are excluded from the timeframes in this Schedule.
- 7.2 Scheduled maintenance notified in advance, is excluded from Incident timing under this Schedule.