

B2BE Support Service Level Agreement

B2BE Support is MANDATORY when subscribing to B2BE EDI service. The scope of B2BE support includes online assistance for troubleshooting, problem resolution, and general inquiries. It does not cover production change requests. Additionally, any issues resulting from integrations with other software systems due to external changes or upgrades, or problems arising from user misuse, may be subject to additional charges. The support fee does not include document translation fees or sending documents to third party via B2BE.

	Support Coverage	Support Arrangement
Standard Support	Monday to Friday (8:30am - 5:00pm) local standard time excluding Public Holidays	Support will be provided during standard business hours, with response times based on the priority level below
Advance Support	Monday to Friday (24 x 5) local standard time	Support will be provided during the weekdays, with response times based on the priority level below
Premium Support	Monday to Sunday (24 x 7) local standard time	Support will be provided round-the-clock, with response times based on the priority level below

B2BE Support Priority

	Standard	Advance	Premium	Definition
High (P1)				
Response Time	1 Hour	30 Mins	30 Mins	a) The incident causes a complete system outage, making the service inaccessible, or results in critical services being severely degraded or only partially operational without a viable workaround. b) The incident causes a partial system outage, impacting a significant but not all user base. c) Significant data loss or corruption occurs but is not catastrophic.
Resolution Time	8 Hours	8 Hours	8 Hours	
Progress Update Time	Every 2 Hours	Every 2 Hours	Every 2 Hours	
Medium (P2)				
Response Time	2 Hours	2 Hours	2 Hours	a) Incident leading to a degradation in the use of some important functionalities, while still allowing the system to remain operational for the majority; affecting small number of users. b) There may be an acceptable workaround to the incident occurs. c) Some data inaccuracies occur.
Resolution Time	24 Hours	24 Hours	24 Hours	
Progress Update Time	Every 8 Hours	Every 8 Hours	Every 8 Hours	
Low (P3)				
Response Time	4 Hours	4 Hours	4 Hours	a) Services are operational but Non-critical functionalities experience degradation and/or slow system performance. b) Incident has a minor adverse impact on the provision of the service.
Resolution Time	TBA	TBA	TBA	
Progress Update Time	Every Week	Every Week	Every Week	

Service Availability and Maintenance

- B2BE strives to maintain a minimum uptime of 99.8% in each calendar month. Uptime, in this context, denotes the duration within each calendar month which the B2BE System is operational and available for the transmission of business documents and its online services. System availability is measured exclusive of scheduled maintenance and external systems outside of B2BE's control.
- B2BE will make every reasonable effort to schedule downtime between midnight and 08:00 or weekends in the time zone of the B2BE data centre to minimum customer impact. Advance notice at least 24 hours in advance will be provided to the client in such cases.

General Support

- B2BE's support services are accessible in accordance with the subscribed support model and priority outlined in Services Level Agreement.
- B2BE commits to provide technical support and assistance for the products and services outlined in this agreement throughout the agreed-upon term.
- Support for local languages is only available during the business hours of the respective country to the best of our ability. Despite recognising local languages, the client agrees that support-related communication, including emails, chat interactions, and written documentation, will mainly be in English for clarity, consistency, and efficiency in our support services.

Fair use of the Support Services.

- Support Services provided are intended for reasonable and standard usage to assist in maintaining the functionality of the B2BE services.
- The Support services encompass addressing issues, responding to inquiries, and providing assistance directly associated with the appropriate utilization and functioning of B2BE Services.
- The Support Services is not responsible for resolving issues relating to the customers internal systems, with external communication systems or invalid data from trading partner systems. B2BE will assist with the troubleshooting as needed.