



cms
CONNECTED MANAGEMENT SERVICES

Service Level Agreement

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1. Introduction

1.1 Purpose

The purpose of this document is to define the service level provided by Connected Management Services Limited ('CMS') to its customers.

1.2 Target Audience

CMS Employees and customers.

1.3 Document Content

Included in this document:

- The process to follow regarding supplier obligations
- Service level agreement

2. Service Level Agreement

2.1 Elements of the Service Level Agreement:

This Service Level Agreement (SLA) describes the manner and level of customer service supplied by CMS.

2.2 Supplier Obligations:

2.2.1 A dedicated telephone line and e-mail address are provided for the customer to:

- Place orders for vehicle tracking, telematics hardware and software reporting solutions
- Technical enquiries
- Delivery enquiries

2.2.2 The services detailed in 2.2.1 are available to the customer between the hours of 9.00 and 17.30 Monday to Friday, excluding Bank Holidays and National Holidays of England and Wales.

2.2.3 Outside the supported hours a telephone line will be available for such problems as CMS is reasonably satisfied are of a business-critical nature, being those which cause the business of the customer to stop operating and will cause financial loss to the customer's business. If any such calls are not business critical, CMS shall be entitled to make an additional charge in accordance with its standard scale of charges for the time being in force for any support provided by CMS. All business-critical issues will have a targeted resolution time of within 48 hours of the time the issue is reported.

2.2.4 The Supplier will log all incoming telephone support calls and provide the customer with a call log number. The preference is that customers log support calls using the CMS Help Centre in order to ensure prompt and efficient use of support resources. A telephone or email response acknowledging the call will be given within 2 working hours and the Supplier will resolve within 5 working days when reasonably practical.

2.2.5 CMS Servers shall be available to provide the Services to the Customer 98% of the time on a 24/7/365 basis (other for reasons of Force Majeure Event).

2.2.6 For the avoidance of doubt CMS is unable to and does not guarantee service availability

detailed in 2.2.5 in respect of any part of the Services which require the use of any service (including but without limitation telecommunications and Internet service provider services) provided by any customer third party.

2.2.7 CMS may offer updates or modifications to the CMS Software and will notify the customer of its proposed charges in respect thereof.

2.2.8 From time to time it will be necessary for CMS to schedule maintenance (including but not limited to network maintenance, replacement of faulty components, or testing of the uninterruptible power supply) which may cause a disruption to the Service. CMS will use reasonable endeavours to provide a minimum of 72 hours' notice before conducting such planned maintenance but does not guarantee it will always be able to do so.

2.2.9 Planned maintenance activity is not considered to be part of the scheduled service time and is excluded from any availability measures identified in this Service Level Agreement.

2.2.10 Where significant changes are planned by CMS, it will provide the customer with a minimum of 7 days' notice when it is reasonably practicable to do so. Emergency maintenance, updates, and other procedures will be scheduled by CMS on a case-by-case basis and are defined in clause 2.8.

2.2.11 All data will be stored "live" on the Suppliers system for a minimum of 12 months. After 12 months the data may be archived and can be retrieved upon written request by the customer. The Customer should allow a minimum of 5 working days for the provision of archived data.

2.3 Service Activities and Targets:

2.3.1 No purchase orders will be accepted unless the following information is given by the Customer buyer:

- Invoice address
- Delivery address (unless collection agreed)
- Installation address
- Point of Contact for Installation and Delivery
- Purchase Order Number

- Buyer Name
- Buyer Account Number
- Price
- Asset information, including but not limited to:
 - Asset registration or unique reference such as a chassis number for example
 - Make
 - Model
 - Type

2.3.2 The Supplier will process all correctly completed orders within 48 hours of the order being received. A customer service representative shall acknowledge all orders, advising when the products will be delivered/collected/Installed. New installations will be completed as quickly and efficiently as possible but will be subject to vehicle availability and project lead times. Large scale project roll outs will be managed by CMS and subject to a formal project plan. Please ask your CMS contact for current lead times.

2.3.3 Any deviation from the delivery date shall be advised immediately to the relevant Customer representative. All required products shall be delivered to the agreed location.

2.3.4 Any orders received incomplete (as per 2.3.1) will be followed up by CMS and processed as soon as all necessary information has been received.

2.3.5 All orders and enquiries to be affected promptly and courteously.

2.3.6 Timed deliveries/collections and deliveries/collections required outside normal working hours must be agreed by the customer and CMS prior to order processing.

2.3.7 SLA for vehicle De-Installations and Re-Installations, De-Installation/Re-Installation service inclusive, is within 10 working days from the receipt of payment or purchase order (refer to 2.3.1)

2.3.8 Any SLA's stated in 2.3.8 and 2.3.9 are subject to vehicle availability within normal working hours where sufficient time is given to complete any required work.

2.3.9 CMS reserve the right to expect payment for any service calls or warranty visits where sufficient evidence of tampering is found.

2.3.10 The customer will ensure that CMS's Engineers are made aware of any site-specific safety issues and procedures on arrival.

2.4 Real Time Service Level Agreement:

2.4.1 Each stage of transaction will be date/timed stamped. These stages will be:

- Stage 1 - GPS data read by black box
- Stage 2 - CMS Gateway received Stage 3 - CMS Database updated

2.4.2 CMS has no control over the time taken for the mobile network to transmit the black box data to the CMS gateway (Stage 1 to Stage 2). The time taken to import the transaction into the CMS Database (Stage 2 to Stage 3) should be less than 5 minutes.

2.5 Data Lost Service Level Agreement:

2.5.1 The agreed minimum data send rates will be as follows:

- Ignition on – one vehicle transaction every 60 seconds*
- Ignition off – one vehicle transaction every 30 minutes*

* Excludes AssetTrak and TrailerTrak devices

2.5.2 CMS will monitor the data received from each vehicle based on the above rules. The percentage of missing transactions should not be more than 2% of the total transactions for any given calendar month.

2.6 System / Application Issue Response Times:

Priority classification and response objectives for system issues are shown in the following table. The customer will propose what priority level the issue is, and this will then be agreed with the Supplier.

Priority	Impact	Targeted Response	Targeted Fix Time
Critical	Unable to operate key business function. Supplier is failing to satisfy agreed performance measures as defined in this Agreement	2 hourly update – continuous attention until resolved	1 working day
High	Can continue operations with difficulty	4 hourly update – continuous attention until resolved	3 working days
Medium	Outage is causing inconvenience, making operation inefficient but not stopping system access	24 hourly update – continuous	5 working days
Low	Low priority – no serious impact. Resolution will assist Customer in their operations	Input into regular Product Review	20 working days

2.7 Vehicle Hardware Issue Response Times:

Upon the logging of a support ticket, our objective is to commence remote resolution within the initial 1-5 working days, excluding high priority issues defined by CMS later in this document. If remote resolution is not viable within this timeframe, we will promptly schedule an on-site visit by an engineer, with the intention of resolving the issue within the next 7 working days.

In the event that the initially proposed on-site visit date/time is not suitable for the customer, we will offer an alternative date within the subsequent 7 working days. This process will continue until a mutually agreeable date/time is confirmed, ensuring our commitment to resolving the issue in a timely manner.

Please note that for self-installed vehicle visits or initial project implementation stages (i.e. Managed Service), timelines may vary. In such cases, CMS will address tickets as quickly as possible / within an agreed time frame, taking into consideration the unique requirements and nature of these specific engagements.

2.8 Pending Tickets:

When a support ticket lacks the necessary information or requires action from the customer, it will be placed into a status of "pending", which will cause a suspension of the Service Level Agreement (SLA) timeline. Upon receipt of the required information, the SLA countdown will recommence, ensuring adherence to the agreed-upon timeframe for resolution. Timely collaboration is encouraged for the efficient handling of reported issues.

Our Support Team will then periodically reach out to you to request an update or additional information regarding these pending tickets. However, in cases where we do not receive a response from you for a period exceeding four weeks, CMS will assume that the issue has been resolved or that the ticket is no longer required and the ticket will be closed.

2.9 Escalation Procedures:

Any dispute under this Agreement will be escalated as follows:

Escalation Level	CMS Representative	Period Allowed for Resolution
First level	Support: Technical Manager	1 Week
	Installations: Engineering and Installations Manager	
Second level	Your Account Manager	2 Weeks
Third level	Managing Director	3 Weeks

2.10 Telephone Answering:

2.10.1 The supplier shall offer a prompt and helpful answering service for all calls made to the dedicated telephone number as detailed in 2.4.

2.10.2 Calls unanswered will automatically be transferred to a dedicated answering machine. CMS will return the call as soon as is reasonably practical.

2.11 Insurance:

The supplier shall maintain adequate and appropriate levels of Public and Employers Liability Insurance cover and shall produce, when requested to do so, policies in force at that time.

2.12 Glossary:

- SLA – Standard License Agreement
- Business Critical - Being those which cause the business of the Customer to stop operating and will cause financial loss to the Customer's business.
- Call Log Number - CMS will log all incoming telephone support calls and provide the Customer with a call log number
- Force Majeure Event – A situation that is out of the company's control (for example in the event of a war, acts of God, explosion, flood, lightening, tempest, fog, bad weather, fire or accident, theft, riot or disorder, COVID-19 Government restrictions. etc.):