Nasstar Managed Services SLA Definitions

Contents

1 Introduction

This document defines the IT Service Management (ITSM) Service Level Agreement (SLA) targets that apply to incident management, service request management and change management, as part of the NASSTAR suite of Managed Services.

This document assumes pre-requisite work required for solution design, solution delivery and/or other Professional Services will be completed prior to commencing the relevant Managed Services.

In this Schedule, unless the context otherwise requires, defined terms will be given the meanings set out in Definitions (Appendix A: Definitions) and all other terms shall be interpreted in accordance with the provisions of the MSA and the Service Agreement.

Described herein are general provisions and process, limitations, and exclusions.

This document should be read in conjunction with the following:

- MSA
- Service Agreement
- Separate Service Description(s) for each subscribed Managed Service.

2 Business Outcome

Nasstar's Service Level Agreement (SLA) Definitions is designed to support Nasstar's portfolio of Managed Services. Defined SLAs provide customers with a clear understanding of the performance they can expect from any subscribed Nasstar Managed Services.

SLAs define targets for incident management, service request management, and change management, which are crucial for maintaining the reliability and efficiency of services. They help in restoring normal service operations quickly and minimising adverse impact on business operations, ensuring that the services align with the business's needs and objectives.

3 Service Levels

NASSTAR provides Service Level Agreements (SLAs) for Incident Cases and Service Request Cases. Information on each type of SLA is given in the subsequent sections. Nasstar may provide Service-specific SLAs, and in some cases SLAs for the environment being managed, as defined within the relevant Service Description document. Change management target service levels are included for transparency, but these are not SLAs.

3.1 Incident Case Management

The goals of Incident Case Management are to restore the normal service operations as quickly as possible and to minimise adverse impact on business operations.

Incident Management is provided for the supported Service in respect of incidents logged with the Nasstar Service Desk in line with the Service Description. All Customer-recorded incidents must be logged by an authorised named user registered with Nasstar's Service Desk.

The Managed Services team follows a standard management process to Record, Classify, Prioritise, Assess and Resolve Incident Cases. Prioritisation helps with the efficient restoration of service operations, in line with the agreed hours of service and Service Level Agreement (SLA) targets.

The information below outlines intake methods, how priorities are assigned and provides detail on the associated Service Level Agreements (SLA) targets.

3.1.1 Incident Case Sources

A case can be initiated by any of the following authorised sources:

- Authorised users contact via Phone or Customer Portal.
- NASSTAR teams via ServiceNow Agent Interface.
- Incidents relating to triaged monitoring events and security platforms[1].

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[1] Includes events raised by third party Security Operations Centre providers

In all instances, NASSTAR will perform Record, Classify, Prioritise and Resolve actions.

NASSTAR's standard support contact methods are:

Contact Point	Incident Case Priority 1	Incident Case Priorities 2-4
Telephone*	✓	
Self-Service Portal	✓	✓

*Phone calls are required for P1 Cases, and this contact method is made available on P2-4 cases where the customer subscribes to the End-User Service Desk Service. This is also available for P2-4 where the Portal maybe inaccessible.

3.1.2   Incident Case Triage and Prioritisation

Nasstar's support and Managed Services undertakes categorisation of incoming tickets into pre-defined priority levels. This is done early in the Incident Management process and is based on severity criteria laid out below.

Response target SLAs vary depending on the priority and there may be product/Service-specific service levels (defined within the relevant Service Description document).

Incident Cases are prioritised based on Impact and Urgency; the table below provides information on how priorities are assigned.

		Urgency			
		Critical Security risk related, or can no longer perform critical work functions	**High** Can no longer perform non-critical work functions	**Medium** Work functions impaired, workaround available	**Low** Inconvenient
Impact	**Critical Impact** • Mission critical services and/or all Business Functions are completely unavailable, or core functionality inoperable. • Impacting a very large number of users. • An identified and active security risk relating to the solution or its data. • Potential loss of critical data. • Potential breach of regulatory, legislative or compliance obligations. Examples: LAN/WAN Failures, Critical Server Failures, Vital Business Application Failures, Cyber Security Incidents Active multi-entity breach in progress involving sensitive data.	Priority 1	Priority 2	Priority 3	Priority 4

		Urgency			
		Critical Security risk related, or can no longer perform critical work functions	**High** Can no longer perform non-critical work functions	**Medium** Work functions impaired, workaround available	**Low** Inconvenient
	High Impact • Important service and/or Business Functions are completely unavailable, or are functionality hindered. • Impacting multiple business areas and/or specific VIP users. • Limited security risk. Examples: Partial LAN/WAN Failures, Important Server, or Business Application Failures. Confirmed unauthorised access to company data of limited scope or sensitivity (ie Business Email compromise for a single user).	Priority 2	Priority 2	Priority 3	Priority 4
	Medium Impact • Non-critical service and/or Business Function functionality or performance degraded. • Impacting a limited number of users. Examples: Website or application running Slow, Delayed email flow, Disk space warning threshold reached.	Priority 3	Priority 3	Priority 3	Priority 4
	Information Request • An information request for information or advice on contracted services or support from an authorised user. Examples: A query on how a firewall policy is currently configured, or which users are a member of a group.	Priority 3	Priority 3	Priority 4	Priority 4

The support team will attempt to understand the incident, confirm the impact level, and troubleshoot to restore the Service in the shortest time possible and within the defined SLA. Incidents may require the Nasstar support team to work directly with the Customer's internal support teams to troubleshoot, identify workarounds, apply fixes, and test proposed resolutions. Where commercially agreed and defined escalation paths are documented, Nasstar will liaise with third parties as needed to attempt to resolve the incident.

It is important to note the following regarding ticket prioritisation:

- All incidents raised via Nasstar's monitoring systems are reviewed and prioritised according to impact and urgency. The Customer has the opportunity to provide impact and urgency information for specific alert types/services in advance. The Nasstar team will also work to ensure that monitoring systems and alerting are tuned appropriately to reduce false positives.
- Priority 1 incidents must be logged in the customer portal to provide full and relevant information, followed up by a phone call to the service team to raise the priority. To upgrade

any incident to a P1 (and to request any other change in priority of an incident) the Customer should call the service team.

- Nasstar shall not be liable for any loss or damage in the event of an incorrect categorisation of, or an inappropriate priority being assigned to, an incident. The Customer should promptly notify Nasstar by phone if they believe or has reason to suspect that an incident has been incorrectly categorised or has had an inappropriate priority assigned to it.

3.1.3   Incident Response and Resolution Time Targets

The following tables outline the standard Service Level Agreement (SLA) targets for incidents that relate to NASSTAR Managed Services (24-hour clock):

Service Level	Priority 1	Priority 2	Priority 3	Priority 4
Response Target Measurement: Time between when the case is logged and first provided response.	30 minutes (SLA timer runs 24/7)	1 Hour (SLA timer runs 24/7)	3 Hours (SLA timer runs Core Support Hours only) **	End of Next Business Day (SLA timer runs Core Support Hours only) **
SLA & Service Credits Measurement Period: per calendar Month	**Performance vs SLA** / **Service Credit %** >95% tickets within Response Target — N/A <95% tickets within Response Target — 10% <90% tickets within Response Target — 20% Service Credit calculation = Monthly Managed Service Fee x Service Credit % ***Note: The Managed Service credit will relate to the impacted service offering only***		N/A	

**Core Support Hours is defined within section 7.

Service Level	Priority 1	Priority 2	Priority 3	Priority 4
Resolution Target*^ Measurement: Time between first response and resolution (excludes periods when the incident is in a "timer stopped" scenario)	4 Hours (SLA timer runs 24/7)	8.5 Hours (SLA timer runs 24/7)	3 Business Days (SLA timer runs Core Support Hours only) **	5 Business Days (SLA timer runs Core Support Hours only) **

*Resolution is defined as NASSTAR having proposed a solution to the Incident Case.

**Core Support Hours is defined within section 7.

^Non-response from the customer within the expected frequency will not directly impact NASSTAR SLAs since scenarios requiring the customer to

provide information will already have triggered a paused timer scenario – however, the overall elapsed resolution time will be greater for the incident.

NASSTAR will monitor the standard SLAs provided. SLAs will be effective once the relevant Service has been onboarded and transitioned to steady state. SLAs will not apply during any Amnesty Period.

3.1.4 Incident Timer Stopped Scenarios

The timer for Resolution Targets begins at the point when a case has been prioritised.

The following conditions will trigger the SLA timer to pause:

- **Case Held Awaiting Info from Customer** – NASSTAR will attempt to phone the Customer and update the Case in writing to contact the Customer before holding a Case pending a response from the Customer where additional information is required.
- **Case Held Awaiting Info from a Third-Party Supplier** – NASSTAR may hold a Case pending a response or action from a third-party supplier to proceed further.
- **Case Held Pending Problem Root Cause Analysis** – Nasstar may hold a Case where a workaround has been provided but a root cause analysis is required to determine a fix for the problem.
- **Case Held Pending Change Implementation** – NASSTAR may hold a Case pending an available maintenance window to execute the change.
- **Case Held Following Resolution** – The SLA timer will stop upon the proposed resolution of the case, however if the Customer does not accept the solution the timer will resume.

The SLA timer will resume counting once the pause condition has cleared.

3.2 Service Request Case Management

The purpose of Service Request management is to accept and fulfil user-initiated Service Requests in an effective, consistent, and user-friendly manner.

The Managed Services team follow a standard Service Request Management process to Record, Classify, Prioritise, Assess and Fulfil service requests. This process provides the efficient fulfilment of requests, in line with the agreed hours of service and Service Level Agreement (SLA) targets.

The information below outlines intake methods, how priorities are assigned and provides detail on the associated Service Level Agreements (SLA) targets.

3.2.1 Service Request Case Source

A Service Request Case can be initiated by any of the following authorised sources:

- Named Customer contact via the Customer Portal
- NASSTAR teams via ServiceNow Agent Interface

In all instances, NASSTAR will perform Record, Classify, Prioritise, Assess and Fulfil actions.

NASSTAR's standard support contact methods are:

Contact Point	Service Request Case Priority 1	Service Request Case Priorities 2-4
Telephone*	✓	
Self-Service Portal	✓	✓

*Phone calls are required for P1 Cases, and this contact method is made available on P2-4 cases where the Customer subscribes to the End-User Service Desk Service. This is also available for P2-4 where the Portal may be inaccessible.

3.2.2 Service Request Case Triage and Prioritisation

Nasstar's support and Managed Services undertakes categorisation of incoming tickets into pre-defined priority levels. This is done early in the Service Request Fulfilment process and is based on severity criteria laid out below.

Response target SLAs vary depending on the priority and there may be product/Service-specific service levels (defined within the relevant Service Description document).

Service Request Cases are prioritised based on Impact and Urgency; the table below provides information on how priorities are assigned:

		Urgency			
		Critical High priority request or activity with a strict deadline	**High** Core office request for upcoming deadline	**Medium** A request to make a change to a service	**Low** Request for information l with no urgency associated
Impact	**Critical Impact** • Urgent Security related requests • Urgent User deactivation Examples: Whitelisting related to a security risk, user deactivation related to a security risk or concern	Priority 1	Priority 2	Priority 3	Priority 3
	High Impact • Important service and/or Business Functions request within a strict deadline Examples: Adding additional resources within a strict deadline, scalability purposes, access permission request within a strict deadline	Priority 2	Priority 2	Priority 3	Priority 3
	Medium Impact • Service and/or Business Functions request Examples: JML permission change, downgrade permissions on an account	Priority 3	Priority 3	Priority 3	Priority 4
	Information Request • An information request for information or advice on contracted services or support from an authorised user with no urgency associated. Examples: A query on how a firewall policy is currently configured, or which users are a member of a group.	Priority 3	Priority 3	Priority 4	Priority 4

The support team will attempt to understand the incident, confirm the impact level, and troubleshoot to restore the Service in the shortest time possible and within the defined SLA. Incidents may require the Nasstar support team to work directly with the Customer's internal support teams to troubleshoot, identify workarounds, apply fixes, and test proposed resolutions. Where commercially agreed and defined escalation paths are documented, Nasstar will liaise with third parties as needed to attempt to resolve the incident.

It is important to note the following regarding ticket prioritisation:

- All service requests raised via Nasstar's monitoring systems are reviewed and prioritised according to impact and urgency.
- Priority 1 service requests must be logged in the customer portal to provide full and relevant information, followed up by a phone call to the service desk to raise the priority.
- Customer requests for priority changes must be made via telephone.
- Nasstar shall not be liable for any loss or damage in the event of an incorrect categorisation of, or an inappropriate priority being assigned to, a service request. The Customer should promptly notify Nasstar by phone if they believe or have reason to suspect that a service request has been incorrectly categorised or has had an inappropriate priority assigned to it.

3.2.3 Service Request Response and Resolution Time Targets

The following tables outline the standard Service Level Agreement (SLA) targets for service requests that relate to NASSTAR Managed Services (24-hour clock):

Service Level	Priority 1	Priority 2	Priority 3	Priority 4
Response Target Measurement: Time between when the case is logged and first provided response.	30 minutes (SLA timer runs 24/7)	1 Hour (SLA timer runs 24/7)	3 Hours (SLA timer runs Core Support Hours only) **	End of Next Business Day (SLA timer runs Core Support Hours only) **

**Core Support Hours is defined within section 7.

Service Level	Priority 1	Priority 2	Priority 3	Priority 4
Resolution Target*^ Measurement: Time between first response and resolution (excludes periods when the incident is in a "timer stopped" scenario)	4 Hours (SLA timer runs 24/7)	8.5 Hours (SLA timer runs 24/7)	3 Business Days (SLA timer runs Core Support Hours only) **	5 Business Days (SLA timer runs Core Support Hours only) **

*Resolution is defined as NASSTAR having proposed a solution or completed the service request Case.
**Core Support Hours is defined within section 7.
^Non-response from the customer within the expected frequency will not directly impact NASSTAR SLAs since scenarios requiring the customer to provide information will already have triggered a paused timer scenario – however, the overall elapsed resolution time will be greater for the incident.

NASSTAR will monitor the standard SLAs provided. SLAs will be effective once the relevant Service has been onboarded and transitioned to steady state. SLAs will not apply during any Amnesty Period.

3.2.4 Service Request Timer Stopped Scenarios

The timer for Resolution Targets begins at the point when a case has been prioritised.

The following conditions will trigger the SLA timer to pause:

- **Case Held Awaiting Info from Customer** – NASSTAR will attempt to phone the Customer and update the Case in writing to contact the Customer before holding a Case pending a response from the Customer where additional information is required.
- **Case Held Awaiting Info from a Third-Party Supplier** – NASSTAR may hold a Case pending a response or action from a third-party supplier to proceed further.
- **Case Held Pending Problem Root Cause Analysis** – Nasstar may hold a Case where a workaround has been provided but a root cause analysis is required to determine a fix for the problem.
- **Case Held Pending Change Implementation** – NASSTAR may hold a Case pending an available maintenance window to execute the change.
- **Case Held Following Resolution** – The SLA timer will stop upon the proposed resolution of the case, however if the Customer does not accept the solution the timer will resume.

The SLA timer will resume counting once the pause condition has cleared.

3.2.5   Service Request Case Prioritisation

Where a Service Request Case has been pre-defined during Service Design and Transition stage, service requests within the Service Catalogue are pre-prioritised based on achievable fulfilment commitments.

Service Requests are pre-prioritised within the Service Catalogue, the table below provides information on how priorities are assigned:

Service Desk Case Priority	Definition
Service Request	All Questions, Standard and non-Standard Service Request Cases. e.g. Request for information. Blacklist/Whitelist an email address. Create / Modify email distribution group or Office 365 group. Scheduled solution configuration change. Any request that is not recorded within the catalogue.

3.3   Change Management

The NASSTAR Change Management process service levels targets are as follows:

Service Level	Target
Successful Changes implemented on the Customer's solution. Measurement: Normal and Emergency Changes implemented during maintenance window, per the implementation plan, with no incident caused.	>95% [*]

[*] *Excludes changes relating to Service Partner planned maintenance activities.*

3.4   Complaint Management

The NASSTAR Complaint Management process service levels targets are as follows:

Service Level	Target
Customer Complaint Cases. Response Measurement: Time between when the case is logged and first provided response.	2 Business Days (SLA timer runs during Core Support Hours only)**

[*] *Excludes changes relating to Service Partner planned maintenance activities.*
**Core Support Hours is defined within section 7.

3.5 Service Specific

Service specific SLAs/SLAs are outside of scope for this document. Where these are available, the definition can be found within the Service Description document for the relevant services and those will take precedence over any SLAs defined within this document.

3.6 Environment Specific

Nasstar has no control over any service outage that arises from a failure of Microsoft Cloud or other third party offerings, APIs, or component thereof. For Microsoft's online services SLA statement and service credit regime refer to Service Level Agreement for Microsoft Online Services (WW). Access to other third party SLAs can be provided on request.

Environment specific SLAs/SLAs are outside of scope for this document, and where appropriate High Availability architecture is implemented, any environment specific SLAs/SLAs agreed over and above the Microsoft Azure or other third party SLAs will be documented in the Service Agreement.

4 Service Coverage

4.1 Support Coverage Hours

Normal business Hours - Nasstar's Core Support Hours for support/Managed Service coverage is Monday to Friday: 08:00 – 18:00, GMT/BST not including UK public holidays.

Extended support – 24 hours x 7 days – for <u>P1 and P2 tickets only</u>.

The Nasstar Service Desk will work remotely with the Customer to investigate and resolve tickets. Where Nasstar is unable to do so remotely, it may arrange for an engineer to attend the Customer Site at additional Customer cost.

Nasstar will use reasonable endeavours to meet any agreed target response objectives. Where it has been identified during fault investigation that due to circumstances beyond Nasstar's control, elapsed case times may take an extended duration, the Customer will be notified.

5   Pre-Requisites, Dependencies and Obligations

NASSTAR has made certain assumptions while specifying the Service Level Agreements detailed in this document. It is the Customer's responsibility to identify any assumptions deemed incorrect and raise these with NASSTAR promptly.

- All cases must be logged by an authorised named user registered with Nasstar's Service Desk.
- Customers must follow Nasstar's documented method for raising cases.
- The Customer will provide timely access to requested information required for the provision of the Nasstar Service and will provide prerequisites in a timely manner.
- Customer teams are expected to allocate appropriate resources to sustain response frequencies appropriate to the assigned priority level.
- The Customer will assign a main contact to assist with scheduling, mitigation of service risks, and resolution of any conflicts that may arise during the term of this Service.
- Communications for Services will be provided in the English language only.
- The Customer will notify NASSTAR of any proposed environment, network and/or infrastructure changes for review ahead of implementation.
- Should the Customer require NASSTAR to complete any mandatory training or work with auditors, this work will require a scoped project.

Provision of support is based on an Acceptable Use Policy and is subject to review. Without prejudice to any constraints or limitations as may be stated in a Service Description or the Service Agreement, Nasstar reserves its right to limit the time its support team spends on phone calls with any Customer who is deemed to be making excessive use of Nasstar's support service.

6 Exclusions

Nasstar does not guarantee the continuing availability of any particular Service and the Customer acknowledges that Nasstar may be dependent upon third parties when providing the Service. Nasstar will not be liable for the actions of any third party that affect or otherwise impact upon the provision of the Service. Services which are provisioned via third party service providers are outside the scope of any service level commitments, and any such Service is governed by the terms and conditions and SLA of the relevant third-party service provider. In no event shall service credits or other compensation for which Nasstar may be liable exceed the amount (if any) received from the relevant third-party provider.

Nasstar shall not be liable for SLA Service Credits or any other compensation in respect of any failure to meet Service Level Agreement (SLA) targets or otherwise in respect of any service outage or other requirement for support which arises as a result of Customer-implemented changes, moves, or upgrades, performed either by their own staff or third-party resources. This includes Services that are deemed to be co-managed.

7 Appendix A: Definitions

In this document, unless the context otherwise requires, these terms will be given the following meanings:

"Core Support Hours": is Monday to Friday: 08:00 – 18:00, GMT/BST, not including UK public holidays.

"End-User": any personnel of the Customer authorised to use the Service.

"Monthly Managed Service Fee": means the charges used in the calculation of Service Credits as detailed in the Service Agreement. Note, any Managed Service credit will relate to the impacted service offering only.

"Services": the services to be provided by Nasstar pursuant to the Service Agreement, and as described in the relevant Service Descriptions.

"Service Agreement": means an agreement for the provision of managed or recurring services entered into between Nasstar and the Customer.

"Resolution Targets": means the resolution time targets as set out in paragraph 3.

All other terms shall be interpreted in accordance with the MSA and the Service Agreement.

8 Version Control

Current Version

Parameter	Value
Current Version	2.7
Release Date	24/07/2025
Author	

Version History

Version	Date	Author	Description of Changes
2.4	14/11/2024		First Version Tracked – began tracking version history with this update. Core Support Hours – updated document to with expanded Core Support Hours availability.
2.5	15/11/2024		Service Request priority information added to document. Revised Service Credit to 20% when response SLA is less than 90% on incidents.
2.6	16/12/2024		Addressed formatting issues and missing numbering on some headings and referenced the Acceptable Use Policy.
2.7	24/07/2025		Amended to reflect adoption of new MSA and Service Agreement