Recurring Services – INFINITYS SLA Addendum | v202402

Services covered by this SLA Addendum: INFINITYS Services.
Affected party: end User, if this concerns a problem of availability of the cockpit*. Display/Player, if this concerns problem of availability of the display**.
Collection Period: calendar month.
Minimum Interval: sixty (60) minutes.
Multiplier: one (1).
SLA Bronze, Silver, Gold, Platinum: response and resolution times are expressed in business hours.
Workaround: a method for reducing or eliminating the impact of an availability issue for which a permanent solution is not yet available.
Performance Indicator: 95% availability, defined as the occurrence of Non-Availability Events (END***) in a percentage lower than 5% calculated on a calendar month basis.
Standard Business Hours: Mon - Fri (excluding Italian national and regional/provincial holidays of the Autonomous Province of Bolzano) 08:00 - 18:00 (CET).

Contact Methods:
    Phone: +39 0471 063 330
    E-Mail: support.ds@acs.it
    Web: https://my.acs.it

Response times					
Priority	**Problem of availability type**	*Bronze*	*Silver*	*Gold*	*Platinum*
1 – Very high	Complete system freeze	8 hours	4 hours	2 hours	1 hour
2 - High	Support request	Over 8 hours	8 hours	2 hours	1 hour

Resolution times (including workarounds)					
Priority	**Problem of availability type**	*Bronze*	*Silver*	*Gold*	*Platinum*
1 – Very high	Major disruption or complete freeze (e.g.: the display does not turn on or does not display any content)	24 hours	16 hours	8 hours	2 hours
2 - High	Partially available services (e.g.: the display turns on but only shows some content)	Over 24 hours	24 hours	16 hours	4 hours
3 - Average	Minor issues with negligible impact (e.g.: the display doesn't refresh the content)	Over 24 hours	32 hours	24 hours	8 hours
4 - Low	No impact (e.g.: content scheduled for future cannot be displayed)	Over 24 hours	Over 32 hours	Over 24 hours	Over 8 hours

ACS's priority assessment criteria are defined according to the following table:

Priority Matrix		Urgency			
		LOW (slightly restricted)	**MEDIUM** (restricted)	**HIGH** (seriously restricted)	**VERY HIGH** (blocking)
Impact	User	PRIO 4	PRIO 3	PRIO 3	PRIO 2
	Department/Branch	PRIO 3	PRIO 3	PRIO 2	PRIO 1 (MJR)
	Company	PRIO 3	PRIO 2	PRIO 2	PRIO 1 (MJR)
	Multi Company	PRIO 1 (Major incident)	MASS Major incident	MASS Major incident	MASS Major incident

(*) Cockpit: A web interface for the Content Manager to use INFINITYS.

(**) Display/Player: A physical device that enables users to make use of the INFINITYS
Service.

(***) The cases of exclusion indicated in the contract's General Terms and Conditions and in the Recurring Services – General Terms and Conditions of Contract, as well as the problems of availability indicated in the Recurring Services - Base Services Level Agreement (SLA), are not to be considered END. For example, some typical exclusion cases for Infinity Services are listed below:
"Third-Party Causes": issues that do not fall within ACS' realm of responsibility or are delayed due to third parties, including:
- Programming errors of the Content Manager.
- Use of content/formats not officially supported by INFINITYS.
- Use of displays for unagreed purposes (e.g., playing movies from other video sources).

"Basic Services": INFINITYS excludes certain basic components, usually from third parties, such as interfaces, STT or TTS services, and other additional services.
"RMA": issues related to fundamental malfunctions of hardware devices (displays, large format displays, etc.) that require action from the manufacturer and/or sending the part to the manufacturer for resolution.

Please note: The Italian language version of this contract shall prevail in case of divergencies between the Italian version and any other language.